



**TECHNICAL UNIVERSITY OF MOMBASA**  
***Faculty of Business & Social Studies***

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT  
(DHIM S12)

**BHC 2110: HOUSEKEEPING OPERATIONS**

END OF SEMESTER EXAMINATIONS

**SERIES:** APRIL 2013

**TIME:** 2 HOURS

**INSTRUCTIONS:**

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- ***This paper consists of Two printed pages.***

## **SECTION A (Compulsory) 30 Marks**

### **QUESTION 1**

- a) Explain **FIVE** importance of housekeeping organizational structure in hotel operations. **(5 marks)**
- b) Explain the roles of the following housekeeping staff:
- i) Public area supervision
  - ii) Room attendant
  - iii) Cloak room attendant
  - iv) Tailor
  - v) Gardener
- (10 marks)**
- c) Name and explain **FIVE** types of rooms as used in housekeeping operations. **(15 marks)**

## **SECTION B (Answer any TWO questions) 40 Marks**

### **QUESTION 2**

Discuss how housekeeping relates with at least **FIVE** other departments in the hotel. **(20 marks)**

### **QUESTION 3**

Discuss **TEN** roles of a executive housekeeper. **(20 marks)**

### **QUESTION 4**

Discuss **TEN** safety precautions to be observed in housekeeping operations. **(20 marks)**

### **QUESTION 5**

Discuss the factors considered in determining cleaning frequency of a given place in housekeeping. **(20 marks)**