



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT
(DHIM M12)

BHC 2205: HOUSEKEEPING OPERATIONS II

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) Identify **FOUR** steps of operating fire extinguishers. (4 marks)
- b) Give **TWO** importances of a surface finish. (2 marks)
- c) Explain the care of thermoplastic flooring. (5 marks)

- d) Outline **FIVE** steps a Housekeeper would take if he or she finds a dead guest inside the guest room. (5 marks)
- e) Point out **FIVE** uses of floor mats. (5 marks)

- f) State:
 - i) **SIX** reasons as to why ceramic tiles are widely used today. (6 marks)
 - ii) **THREE** reasons so as to why artificial flowers are popular today. (3 marks)

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Describe **SIX** types of polishes. (12 marks)
- b) Explain **FOUR** factors to consider in selection of a colour scheme. (8 marks)

QUESTION 3

- a)
 - i) With the use of diagrams describe **FIVE** basic shapes of flower arrangements. (10 marks)
 - ii) State the position each is suitably placed. (5 marks)
- b) Outline **FIVE** principles of flower arrangement. (5 marks)

QUESTION 4

- a) Point out **TEN** security measures that the housekeeping staff must observe to safeguard guest property. (10 marks)
- b) Describe **FIVE** hazards which are common in accommodation establishments. (10 marks)

QUESTION 5

- a) Outline:
 - i) **FIVE** advantages
 - ii) **FIVE** disadvantages of carpets (10 marks)
- b) Explain **FIVE** importances of briefing housekeeping employees before starting operations. (10 marks)