



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT

(DHIM M13)

BHC 2110 : HOUSEKEEPING OPERATIONS I

END OF SEMESTER EXAMINATIONS

SERIES: DECEMBER 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) Outline FOUR measures a manger should take to prevent accident in a Guest House (4marks)
- b) Explain the storage of (i) cleaning equipment (ii) cleaning agents. (6marks)
- c) Outline Five security measures that should be observed in Housekeeping department. (5marks)
- d) Differentiate between commercial and welfare Accommodation establishments. (4marks)
- e) Identify i) Five additives included in cleaning agents ii) six general principles of cleaning.(11marks)

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Explain the causes & methods of control of FOUR classes of five (10 marks)
- b) Discuss FIVE duties of a hospital ward cleaner (10 marks)

QUESTION 3

- a) Explain FIVE factors to consider in selection of cleaning Agents (10 marks)
- b) Describe Five cleaning standards. (10marks)

QUESTION 4

- a) Discuss FIVE attributes of staff in Housekeeping department. (10marks)
- b) Discuss cooperation between Housekeeping and others departments in the Hotel. (10 marks)

QUESTION 5

- a) Give the meaning of the term detergent. (2marks)
- b) Explain FIVE properties of an effective detergent. (10marks)
- c) Discuss FOUR threats to the development of the Accommodation establishment in Kenya. (8marks)