



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT

(DHIM J13)

BHC 2205 : HOUSEKEEPING OPERATIONS II

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) Identify the classification of pests (4 marks)
- b) i) Outline Two disadvantages of paints as a surface finish (2marks)
ii) Explain why wood is rarely used as a surface finish (2marks)
- c) Point out five properties of concrete floor. (5 marks)
- d) Outline EIGHT steps of deep cleaning a carpet. (8marks)
- e) State the reasons as to why artificial flowers are popular today. (5marks)
- f) Identify FOUR functions of protective finishes (4marks)

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Explain Two ways in which FOUR types of pests can be controlled in a guest room. (20 marks)
- b) Explain FIVE disadvantages of wall paper. (10marks)

QUESTION 3

- a) Discuss FOUR basic requirements of a waste disposal system. (8marks)
- b) Explain six factors to consider in selection of a surface finish. (12marks)

QUESTION 4

- a) Draw the structure of carpet. (10 marks)
- b) Explain FIVE points to consider in selection of a seal. (10marks)

QUESTION 5

- a) Discuss FIVE purposes that colors serve in the interior of a building. (10marks)
- b) Discuss personal Hygiene under the following headings.
 - i) Feet
 - ii) Clothing
 - iii) Hands
 - iv) Body
 - v) Mouth(10marks)