



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT

BHC 2110: HOUSEKEEPING OPERATIONS I

END OF SEMESTER EXAMINATIONS

SERIES: AUGUST 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) Define the following terms.
 - i) Detergent
 - ii) Accommodation
 - iii) Degreasers
 - iv) Buiblers
 - v) Vacuum cleaners. **(10marks)**
- b) Outline six rules used on a Guest floor. **(6marks)**
- c) State FOUR factors to consider in selection of a cleaning method. **(4marks)**
- d) Draw the organization chart of Housekeeping department in a large hotel. **(10marks)**

SECTION B

QUESTION 2

- a) Identify TEN general principles of cleaning. **(10marks)**
- b) Explain THREE factors to consider in use of cleaning agents. **(6marks)**
- c) Describe any TWO large cleaning equipments. **(4marks)**

QUESTION 3

- a) Describe FIVE cleaning methods. **(10marks)**
- b) Explain FIVE security measures observed in Accommodation establishments. **(5marks)**
- c) Describe storage of large cleaning equipments. **(5marks)**

QUESTION 4

- a) Discuss FOUR duties of a domestic supervisor of a hospital domestics services. **(8marks)**
- b) Explain SIX qualities of Housekeeping staff. **(12marks)**

QUESTION 5

- a) Describe FIVE safety hazards in Accommodation Establishments. **(10marks)**
- b) Differentiate between commercial and welfare Accommodation establishments. **(4marks)**
- c) Explain the importance of Housekeeping to:
 - i) Food and Beverage department
 - ii) Front office department
 - iii) Security department **(6marks)**