



MURANG'A UNIVERSITY COLLEGE
SCHOOL OF HOSPITALITY AND TOURISM
END OF TERM EXAMINATIONS 2013/2014 ACADEMIC YEAR
DIPLOMA IN HOUSEKEEPING
CLASS: HK/14D
UNIT TITLE: PROPERTY MANAGEMENT
UNIT CODE: IM 1133

Date: 2 APRIL 2015

TIME: 2HRS

Instructions

This paper consists of five questions. Attempt Question one (Compulsory) and any other Two.

Question One:(Compulsory) 30 marks

- a) Define the term 'Ventilation'. (2marks)
- b) Outline **five** safety precautions observed when working in a Laundry. (5marks)
- c) State **five** factors that influence maintenance of buildings. (5marks)
- d) Outline **five** roles of housekeeping and Laundry personnel in maintenance. (5marks)
- e) Explain **three** faults encountered in domestic Hot water supply system. (6marks)
- f) Outline **four** functions of ceilings in a building. (4marks)
- g) State **six** important factors which influence the selection of materials for repair. (3 marks)

Question Two 20 marks

- a) (i) Define the term curing as applied in construction works. (2marks)
- (ii) State **four** methods employed when curing concrete during construction process (4marks)
- b) With the aid of a labelled sketch illustrate the direct Hot water system. (6marks)
- c) Give **six** effects of dampness in a dwelling house. (6marks)
- d) Give **two** tools in each case that may be required for the following maintenance works;
 - Plumbing works
 - Electrical works. (2marks)

Question Three 20 marks

- a) Differentiate between preventive maintenance and routine maintenance. (2marks)
- b) State **five** functional requirements of good sanitary appliance. (5marks)
- c) Explain **three** causes of deterioration of pavements. (6marks)
- d) Outline the process followed for proper maintenance of hand implements. (3marks)
- e) Outline **four** reasons that necessitate ventilation in a dwelling house. (4marks).

Question Four 20 marks

- a) Name **two** types of ventilating systems (2marks)
- b) Outline **Four** factors considered when choosing a floor finish in each of the following ;
- i. A kitchen floor
 - ii. A sitting room (8marks)
- c) Explain the following types of contracts giving one merit and demerit for each;
- i. Lump sum contract
 - ii. Serial contract (10marks)

Question Five 20 marks

- (a) Give **two** types of cleaning services. (2 marks)

- (b) Illustrate the process involved in air conditioning system. (7marks)
- (i) Explain the importance of the following ;
- i Air conditioning
 - ii Landscaping (4 marks)
- (c) Explain the importance of maintaining cleanliness in a building. (5 marks)
- (d) Explain the term 'Risk management' (2 marks)