



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY

UNIVERSITY ORDINARY EXAMINATION

2018/2019 ACADEMIC YEAR

FIRST YEAR **THIRD SEMESTER EXAMINATION FOR CERTIFICATE IN HOSPITALITY MANAGEMENT**

CHM022 - HOUSEKEEPING OPERATIONS

DURATION: 2 HOURS

DATE: 18/04/2019

TIME: 9.00-11.00 AM

Instructions to candidates:

1. Answer question One and Any Other Two questions
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION ONE (30 MARKS)

- a) Explain the meaning of the following terms:
 - (i) Housekeeping
 - (ii) Stain
 - (iii) Master key (6marks)
- b) Enumerate four responsibilities of an executive housekeeper (4marks)
- c) Explain five points to consider in selection of housekeeping equipment (10marks)
- d) Discuss five responsibilities of housekeeping department (10marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Outline five reasons for cleaning (5marks)
- b) Classify cleaning equipment and in each case give three examples (5marks)
- c) Explain five points to consider to consider when selecting floor and floorings (10marks)

QUESTION THREE (20 MARKS)

- a) State five causes of falls in housekeeping (5marks)
- b) Outline five important reasons for having safety rules in housekeeping (5marks)
- c) Explain five qualities of a good detergent (10marks)

QUESTION FOUR (20 MARKS)

- a) Explain five attributes of housekeeper (10marks)
- b) State four points to consider when selecting furniture (4marks)
- c) Explain the relationship between housekeeping and the following departments:
 - (i) Maintenance (2marks)
 - (ii) Human resource
 - (iii) Front office