



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

UNIVERSITY ORDINARY EXAMINATION

2018/2019 ACADEMIC YEAR

SECOND YEAR SECOND SEMESTER EXAMINATION FOR, DIPLOMA IN HOSPITALITY MANAGEMENT

DHM 068 – LAUNDRY OPERATIONS

DURATION: 2 HOURS

DATE:

TIME:

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 procedure for making boiling water starch (10 marks)
- b) Explain five reasons why articles are starched (5 marks)
- c) Outline the procedure for bluing an article (5 marks)
- d) Explain four rules to observe when removing stains (4 marks)
- e) Describe six laundry sections (6 marks)

SECTION B - ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Describe five methods of waste disposal (10 marks)
- b) Explain five aspects to consider in job hygiene (10 marks)

QUESTION THREE (20 MARKS)

- a) Explain five advantages and five disadvantages of on-premises laundry (10 marks)
- b) Outline the laundry process (10 marks)

QUESTION FOUR (20 MARKS)

- a) Describe three washing methods applied to clothes (6 marks)
- b) Explain three reasons for laundering articles (6 marks)
- c) Explain four advantages and four disadvantages of dry cleaning (8 marks)