



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY

UNIVERSITY ORDINARY EXAMINATION

2018/2019 ACADEMIC YEAR

SECONDYEAR FIRST SEMESTER EXAMINATION FOR DIPLOMA IN HOSPITALITY MANAGEMENT

DHM061 HOUSEKEEPING OPERATIONS

DURATION: 2 HOURS

DATE: 18/04/2019

TIME: 9.00-11.00

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) Enumerate five responsibilities of executive housekeeper (5marks)
- b) Highlight five factors to consider when choosing wall finishes (5marks)
- 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) Classify cleaning equipment and in each case give three examples (5marks)
- b) Outline five reasons for cleaning (5marks)
- c) Explain five points to consider when selecting floor and flooring (10marks)

QUESTION THREE (20 MARKS)

- a) Outline four important reasons for having safety rules in housekeeping department in prevention of accidents (4marks)
- b) Describe the procedure of cleaning a painted wall (6marks)
- c) Explain five qualities of a good detergent (10marks)

QUESTION FOUR (20 MARKS)

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