



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY AND FOOD TECHNOLOGY

UNIVERSITY ORDINARY EXAMINATION

2018/2019 ACADEMIC YEAR

EXAMINATION FOR, DIPLOMA IN HOSPITALITY MANAGEMENT

DHM 090– HOUSEKEEPING & LAUNDRY SUPERVISION

DURATION: 2 HOURS

DATE: 17/04/2019

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) Differentiate between the following:
- (i) Recycled and non-recycled inventories (2marks)
 - (ii) Capital budget and operating budget (2marks)
 - (iii) Job lists and job description (2marks)
- b) Explain 4 methods the executive housekeeper can use to control housekeeping and laundry expenses (8marks)
- c) Identify 4 hazardous conditions in housekeeping (4marks)
- d) Highlight 3 responsibilities of executive housekeeper in inventory control of machines and equipment (3marks)
- e) Compile a job description of a room attendant (6marks)
- f) Define the following terms
- (i) Par level (1mark)
 - (ii) Lead time quality (1mark)
 - (iii) Safety stock level (1mark)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) (i) Identify 2 advantages of job lists and job descriptions (2marks)
- (ii) State 6 factors to consider in determining maximum quantities of cleaning supplies (6marks)
- b) Explain 4 factors to consider when planning on premises laundry (8marks)
- c) List 4 requirements of linen storage room (4marks)

QUESTION THREE (20 MARKS)

- a) Highlight 4 factors to consider when establishing par levels of each the following:
 - (i) Uniforms (4marks)
 - (ii) Machines and equipment (4marks)
- a) Explain for security measures to reduce theft (8marks)
- b) Outline the procedures of preparing housekeeping and laundry budget (4marks)

QUESTION FOUR (20 MARKS)

- a) State four effects of too low inventory level for linen (4marks)
- b) Discuss five areas in housekeeping covered by the(OSHA) Occupational Safety and Health Act (10marks)
- c) (i) State four activities involved in staffing housekeeping and laundry (4marks)
 - (ii) Identify 2 types of keys found in housekeeping (2marks)