



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

UNIVERSITY ORDINARY EXAMINATION

2020/2021 ACADEMIC YEAR

EXAMINATION FOR DIPLOMA IN HOSPITALITY MANAGEMENT

DHM061 – HOUSEKEEPING OPERATIONS

DURATION: 2 HOURS

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) Outline FIVE attributes of a housekeeper. (5 marks)
- b) State at least FOUR cleaning agents used in housekeeping. (4 marks)
- c) Explain the process involved in taking care of the following floor finishes: (5 marks)
 - i. Wood tile finishes
 - ii. Ceramic tile finishes
- d) Explain the process involved in taking care of the following wall finishes: (5 marks)
 - i. Paint finishes
 - ii. Ceramic wall finishes
- e) Outline FIVE customer care skills expected from a room attendant. (5 marks)
- f) Explain the safety and security challenges encountered while working in the housekeeping department. (6 marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

Outline the duties and responsibilities of the following housekeeping staff: (20 marks)

- i. Executive housekeeper
- ii. Guest room attendant
- iii. Linen room supervisor
- iv. Night supervisor
- v. Deputy housekeeper

QUESTION THREE (20 MARKS)

Describe the standard procedure of cleaning a guest room and ensuring it is ready for occupancy. (20 marks)

QUESTION FOUR (20 MARKS)

Describe contract cleaning and its relevance as the entrepreneurship component of housekeeping. (20 marks)