



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM

DEPARTMENT OF HOSPITALITY AND TOURISM

UNIVERSITY ORDINARY EXAMINATION

2020/2021 ACADEMIC YEAR

**SECOND YEAR SECOND SEMESTER EXAMINATION FOR DIPLOMA IN
HOSPITALITY MANAGEMENT**

DHM 068– LAUNDRY 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) Explain the meaning of the following terms:
- (i) Washing (2marks)
 - (ii) Ironing (2marks)
 - (iii) Pressing (2marks)
 - (iv) Dry cleaning (2marks)
 - (v) Finishing (2marks)
- b) Describe five laundry processes (10marks)
- c) Outline two reasons for using each of the following laundry agents.
- (i) Bleach (2marks)
 - (ii) Starch (2marks)
 - (iii) Fabric conditioner (2marks)
 - (iv) Salt (2marks)
 - (v) Laundry blue (2marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Explain five rules which should be observed in stain removal. (10marks)
- b) Explain any five points to consider when storing clothes. (10marks)

QUESTION THREE (20 MARKS)

- a) Explain four advantages and two disadvantages of on-premises laundry. (12marks)
- b) With the aid of a diagram illustrate the following care labels found on clothes;
- (i) Dry flat (2marks)
 - (ii) Do not iron (2marks)
 - (iii) Use a hot iron (2marks)
 - (iv) Dry in the sun (2marks)

QUESTION FOUR (20 MARKS)

- a) Explain five factors to consider when planning laundry layout. (10marks)
- b) Explain five important safety measures to be observed in a laundry area. (10marks)