



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY, TRAVEL & TOURISM MANAGEMENT

UNIVERSITY ORDINARY EXAMINATION

2020/2021 ACADEMIC YEAR

**THIRD YEAR FIRST SEMESTER EXAMINATION FOR DIPLOMA IN
HOSPITALITY MANAGEMENT**

DHM090-HOUSEKEEPING AND LAUNDRY SUPERVISION

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. Par level (1mark)
 - ii. Lead time quality. (1mark)
 - iii. Safety stock level (1mark)
- b) 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)
- c) Compile a job description of a room attendant. (6marks)
- d) Explain four methods the executive housekeeper can use to control housekeeping and laundry expenses. (8marks)
- e) Identify four hazardous conditions in housekeeping. (4marks)
- f) Highlight three responsibilities of executive housekeeper in inventory control of machines and equipment. (3marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (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 two types of keys found in housekeeping. (2marks)

QUESTION THREE (20 MARKS)

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

QUESTION FOUR (20 MARKS)

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