



**MURANG'A UNIVERSITY OF TECHNOLOGY**  
**SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT**

DEPARTMENT OF HOSPITALITY TRAVEL AND TOURISM

TVET EXAMINATION

2023/2024 ACADEMIC YEAR

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

HOS/OS/HK/CR/01/6 – LAUNDRY AND LINEN ROOM 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) Define the following terms (8 marks)
  - i. Fabric
  - ii. Fibre
  - iii. Fabric care label
  - iv. Laundry cycle
- b) State four steps to be followed when pre-treating stains. (4 marks)
- c) List any four types of stains. (4 marks)
- d) List four reasons of sorting fabrics in the laundry establishment. (4 marks)
- e) State three reasons for weighing fabrics before loading into the washing machine. (3 marks)
- f) State how to remove a grass stain from a fabric before washing. (3 marks)
- g) State four advantages of dry cleaning fabrics in the laundry department. (4 marks)
- h) State two methods of finishing laundry fabrics. (2 marks)
- i) State the meaning of valet service in laundry operations. (2 marks)
- j) List four qualities of a good linen room. (4 marks)
- k) State two methods of linen exchange in the laundry department. (2 marks)

## **SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION**

### **QUESTION TWO (20 MARKS)**

With an aid of a well-illustrated diagram, describe the laundry cycle of hotel fabrics in a hotel establishment. (20 marks)

### **QUESTION THREE (20 MARKS)**

- a) Define the following terms in relation to stain removal in a laundry department.
  - i. Stain (2 marks)
  - ii. Stain removal (2 marks)
- b) Describe five stain removing solvents and an example in each case. (10 marks)
- c) Describe three methods of stain removal according to method of application. (6 marks)

### **QUESTION FOUR (20 MARKS)**

- a) Describe five types of washing solvents (5 marks)
- b) Explain five ingredients of a good wash. (5 marks)
- c) Describe the wash cycle in a laundry department operation. (10 marks)

### **QUESTION FIVE (20 MARKS)**

- a) Define dry cleaning in relation to laundry operations. (2 marks)
- b) State five dry cleaning chemicals used in laundry operations. (5 marks)
- c) Outline the steps of dry cleaning fabrics manually in the laundry department. (5 marks)
- d) Describe the process of dry cleaning guests' laundry in a laundry establishment. (8 marks)