

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF
CERTIFICATE IN HOSPITALITY AND TOURISM**

CHTM 00303: HOUSEKEEPING OPERATIONS

STREAMS: CHTM Y1S1

TIME: 2 HOURS

DAY/DATE: TUESDAY 6 /07/ 2021

8.30 AM – 10.30 AM

INSTRUCTIONS:

- Answer All questions in Section A (Compulsory) and any other TWO in Section B.
- Do not write on the question paper

SECTION A: (30 MARKS)

Answer **ALL** Questions

1. Define the following terms as used in housekeeping operations

- | | |
|---|-----------|
| a) Housekeeping | [2 Marks] |
| b) Cleaning | [2 Marks] |
| c) Cleaning agents | [2 Marks] |
| d) Sorting | [2 Marks] |
| e) Sponging | [2 Marks] |
| 2. State TWO potential hazards during housekeeping operations. | [2 Marks] |
| 3. Identify FOUR duties of executive housekeeper | [4 Marks] |

- 4. Outline **FOUR** advantage of onsite laundry [4 Marks]
- 5. Outline **FOUR** importance of housekeeping operations [4 Marks]
- 6. Distinguish between deluxe room and double room. [4 Marks]
- 7. Enumerate **TWO** functions of housekeeping department. [2 Marks]

SECTION B: (40 MARKS)

Answer any **TWO** Questions

- 8. Outline the procedure of cleaning the following areas
 - a) Cemented Floor [10 Marks]
 - b) Bathroom [10 Marks]
- 9. a) Explain **FIVE** factors to consider when buying cleaning equipment.[10 Marks]
- b) Discuss types of fire and control measures. [10 Marks]

- 10. Describe the routine of guestroom cleaning by room attendants from room assignment to turning down. [20 Marks]

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