

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**FIRST YEAR EXAMINATION FOR THE AWARD OF
CERTIFICATE IN TOURISM AND HOSPITALITY MANAGEMENT**

CHTM 00303: HOUSEKEEPING OPERATIONS MANAGEMENT

STREAMS: CTHM Y1S2

TIME: 2 HOURS

DAY/DATE : TUESDAY 28 /09/ 2021

2.30 PM – 4.30 PM

INSTRUCTIONS:

- Answer ALL Questions in Section A and any other TWO in Section B
- Do not write on the question paper

SECTION A (30 MARKS)

1. Outline the differences between a grandmaster key, a master key and an individual room key. [6 Marks]
2. Briefly explain any **THREE** types of rooms which can be found in a five star hotel in Kenya. [6 Marks]
3. Briefly explain **SIX** methods of cleaning applicable in housekeeping. [6 Marks]
4. Outline **FIVE** factors considered when selecting cleaning agents in housekeeping. [5 Marks]
5. Differentiate between manual and mechanical cleaning equipment's. [2 Marks]
6. Briefly explain the procedure followed by room attendants when entering a guest room. [5 Marks]

SECTION B (40 MARKS)

7. A housekeeper will liaise and communicate continuously with all hotel departments throughout the day. Discuss different hotel departments which work in close co-operation with the housekeeping department. [20 Marks]
8. a) Discuss factors that should be considered when purchasing equipment to be used in the cleaning process. [10 Marks]
- b) Explain five rules governing the care and maintenance of cleaning equipment in housekeeping operations. [10 Marks]
9. a) Explain five duties of housekeeping staff that ensures that the standards of cleanliness are achieved in a five star hotel. [10 Marks]
- b) Explain the procedure followed by room attendants when making a bed in a guest room. [10 Marks]
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