

**CHUKA**



**UNIVERSITY**

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**UNIVERSITY EXAMINATIONS**

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

**CHTM 00303: HOUSEKEEPING OPERATIONS MANAGEMENT**

**STREAMS: CHTM YIS2**

**TIME: 2 HOURS**

**DAY/DATE: MONDAY 03/12/2018**

**11.30 AM – 1.30 PM**

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**INSTRUCTIONS:**

- **Answer ALL Questions in Section A and Two Questions in Section B**
- **Do not write on the question paper**

**SECTION A (30 MARKS)**

1. Security of guests' property in bedrooms will be enhanced if a hotel adopts strict control over room keys. Outline the differences between a grandmaster key, a master key and an individual room key. [6 marks]
2. Briefly explain any three type of rooms which can be found in a five-star hotel in Kenya. [6 marks]
3. Explain six factors considered by tourist when choosing accommodation at the Coastal Tourism Destination Region. [6 marks]
4. Outline five factors considered when selecting cleaning agents in housekeeping. [5 marks]
5. Differentiate between manual and mechanical cleaning equipments. [2 marks]
6. Guest privacy is very important in hotel industry. 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 a hotel departments throughout the day. Discuss different hotel departments which work in close cooperation with the housekeeping department. [20 marks]
8. (a) Discuss aspects that should be considered when purchasing equipment that will be used in the cleaning process. [10 marks]
- (b) Explain five rules governing the care and maintenance of cleaning equipments 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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