

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS**

**SECOND YEAR EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF  
HOTEL MANAGEMENT**

**BCHM 241: HOUSEKEEPING AND LAUNDRY MANAGEMENT 1**

**STREAMS: BCHM Y2S1**

**TIME: 2 HOURS**

**DAY/DATE: TUESDAY 11/12/2018**

**2.30 P.M. – 4.30 P.M.**

**INSTRUCTIONS:**

- Answer all questions in SECTION A and any other TWO in SECTION B.
- Do not write anything on the question paper.

**SECTION A: (30 MARKS)**

1. Identify the key responsibility of a public area attendant. (3 marks)
2. Explain the importance of providing Housekeeping staff with adequate cleaning equipment. (6 marks)
3. Explain how the Housekeeping Department liaises with other hotel departments. (4 marks)
4. (a) Differentiate between a second service and a turn down service. (2 marks)  
(b) Describe tasks carried out during a turn down service. (3 marks)
5. Briefly explain three ways of minimizing contamination while cleaning sanitary and contaminated areas. (6 marks)
6. Highlight the key details that a floor supervisor will observe while inspecting a guest room after cleaning. (6 marks)

**SECTION B: (40 MARKS)**

7. (a) Explain the importance of the Housekeeping Department in a hotel. (8 marks)

- (b) Describe the procedure for cleaning an occupied guest room. (12 marks)
8. (a) Discuss the reasons behind outsourcing of services by the Housekeeping Department. (10 marks)
- (b) Describe the correct procedure for making a bed. (10 marks)
9. Describe four types of floor finishes, their properties and their care. (20 marks)
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