

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

CHTM 00303: HOUSEKEEPING OPERATIONS

STREAMS: CHTM (Y1S1)

TIME: 2 HOURS

DAY/DATE: MONDAY 09/12/2019

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

- Answer question ONE and any other TWO in section B
- All answers should be written in the answer booklet provided

SECTION A

1. Briefly explain steps followed when shampooing a carpet with a machine [5 marks]
2. List five reasons for cleaning a premise [5 marks]
3. Explain three types of cleaning schedules [6 marks]
4. Briefly discuss the procedure of making a bed ready for the guest [5 marks]
5. List any four qualities of the housekeeping personnel [4 marks]
6. List five methods of wet cleaning [5 marks]

SECTION B

6. (a) Explain six methods of cleaning [12 marks]  
(b) Discuss eight factors considered in selecting cleaning equipment [8 marks]
7. (a) Explain the procedure of entering a room [8 marks]  
(b) Explain any six type of guest rooms in a four star hotel of your choice [12 marks]
8. (a) Explain the procedure of cleaning a painted wall [10 marks]  
(b) Discuss in detail five common accidents for both the guest and employee in a hotel [10 marks]

marks]

