

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

BCHM 241: HOUSEKEEPING AND LAUNDRY MANAGEMENT I

STREAMS: BCHM (Y2S1)

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 11/12/2019

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. List eight supplies found in a guestroom [4 marks]
2. Explain the meaning of the term 'dirty dozen' and state six examples from a guestroom. [4 marks]
3. Explain three basic rules that should be applied when cleaning a given area. [3 marks]
4. Briefly discuss four factors to consider when selecting floor finishes. [4 marks]
5. Describe the standard operating procedure for entering a guestroom [5 marks]
6. Describe three types of brushes used in housekeeping [3 marks]
7. List three examples of common pests and state ways of controlling them [3 marks]
8. Highlight four periodic tasks carried out when cleaning public areas. [4 marks]

SECTION B (40 MARKS)

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9. (a) Explain five room status terminologies and the expected course of action from the Housekeeping and Front Office Departments. [10 marks]
- (b) Summarize the procedure for carrying out the turning down service [10 marks]
10. Using five examples, discuss ways in which modern technology has impacted operations in the Housekeeping Department. [20 marks]
11. Examine the managerial functions of an Executive Housekeeper in a five star hotel. [20

marks]
