

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

BCHM 341: HOUSEKEEPING AND LAUNDRY MANAGEMENT III

STREAMS: BCHM Y3S1

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 11/12/2019

2.30 P.M – 4.30 P.M

MAAGIZO:

**Answer all questions in section A and any two questions in section B
Do not write anything on the question paper**

SECTION A (30 MARKS)

1. Compile a job description of a room attendant. [6 marks]
 2. Hotel Cathy with 300 standard single rooms has a workload policy of 15 rooms for each of its 20 permanent room attendants. On Monday night, only 240 rooms were occupied.
 - (a) Establish the number of room attendants needed for Tuesday dayshift. [2 marks]
 - (b) As hotel Cathy's executive housekeeper, suggest what you would do with the remaining room attendants. [4 marks]
 3. Briefly explain three non-pricing strategies of capacity management. [6 marks]
 4. Discuss the main responsibilities of employers in ensuring safety of housekeeping staff. [4 marks]
- marks]
5. Briefly describe three report that are generated by a housekeeping management information system. [6 marks]
 6. Explain two categories of hotel facilities maintenance. [2 marks]

SECTION B (40 MARKS)

7. (a) Explain economic fundamentals that form the basis of hotel yield management. [10 marks]

(b) Examine four current challenges that are affecting hospitality industry and how housekeeping department can help solve them. [10 marks]

8. (a) Hotel ABC also has 500 single rooms, sells 200 rooms at \$80 and 200 rooms at \$95. Hotel XYZ also has 500 single rooms and it sells 100 rooms at \$80 and 300 rooms at \$95. Taking the rack rate for both hotels to be \$95. Calculate the occupancy rate, average, daily rate, yield statistic of both hotels and determine the most profitable property. [12 marks]

(b) Explain four methods that an executive housekeeper can use to control housekeeping and laundry expenses. [8 marks]

9. “Going green is a win –win situation for a hotel’s marketing and housekeeping departments.” Discuss this statement. [20 marks]
