

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

THIRD YEAR EXAMINATION FOR THE AWARD OF DEGREE
OF BACHELOR OF CATERING AND HOSPITALITY MANAGEMENT

BCHM 330: HOUSEKEEPING AND LAUNDRY MANAGEMENT III

STREAMS: BCHM Y3S1

TIME: 2 HOURS

DAY/DATE: FRIDAY 8/12/2017

11.30 A.M - 1.30 P.M.

INSTRUCTIONS:

- Answer ALL Questions in Section A and any other TWO Questions in Section B
- Do not write on the question paper

SECTION A [30 MARKS]

1. Compare and contrast five characteristics of cellulosic and protein fibres. [5 Marks]
2. Describe three ways in which an executive housekeeper can test the colourfastness of fabrics when purchasing hotel linen. [6 Marks]
3. Highlight five measures that can be undertaken to prevent accidents in the housekeeping department. [5 Marks]
4. Briefly describe the details that should be captured during the routine inspection by the housekeeper supervisor. [5 Marks]
5. Explain two basic rules when cleaning any given area. [4 Marks]
6. Outline five ways in which a public area cleaner can minimize contamination when carrying the daily tasks. [5 Marks]

SECTION B: [40 MARKS]

7. (a) The linen stocks must be maintained at acceptable levels always. When linen stocks reduce it is referred to as 'shrinkage'. Explain five possible causes of this shrinkage. [10 Marks]
- (b) Describe five methods of controlling the shrinkage you have identified above. [10 Marks]

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8. During these times of economic constraint, the emphasis is on reduction of operational costs whilst maintaining standards and profit. Examine ten ways on how an executive housekeeper may reduce these costs. [20 Marks]

9. The housekeeping department has been particularly fruitful in the introduction of 'green policies' to the benefit of both the hotel and the guest. In relation to the above statement, discuss five policies that can be implemented by a hotel through the housekeeping department to ensure Eco-friendliness. [20 Marks]

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