

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

BCHM 242: HOUSEKEEPING AND LAUNDRY MANAGEMENT II

STREAMS: BCHM Y2S2

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 18/04/2018

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

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

SECTION A: (30 MARKS)

1. Briefly explain five characteristics of a fabric made from polyester fibres. (5 marks)
2. Describe five types of fabric finishes that hotels find useful. (5 marks)
3. Using examples, state four ways in which fabrics are important to hospitality industry. (4 marks)
4. Briefly explain three ways in which an executive housekeeper can test the quality of coloured linen. (6 marks)
5. Outline five advantages of paint as a wall and ceiling covering. (5 marks)
6. Briefly describe five items that should be captured by a housekeeper's annual departmental budget. (5 marks)

SECTION B: (40 MARKS)

7. (a) Describe four ways in which one can identify acrylic from several protein fibres. (8 marks)
(b) Explain six reasons why a linen room is of great importance to a hotel. (12 marks)

8. Discuss five measures that can be undertaken by the housekeeping department to ensure security and safety in hotels. (20 marks)
 9. Explain the key details that a floor supervisor captures while inspecting a guestroom after cleaning. (20 marks)
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