

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS
SPECIAL/RESIT EXAMINATION**

**UNIVERSITY EXAMINATION FOR THE AWARD OF CERTIFICATE IN
HOSPITALITY AND TOURISM MANAGEMENT**

CHTM 00303: HOUSEKEEPING OPERATIONS

STREAMS: BPSM/AGBM Y1S1

TIME: 2 HOURS

DAY/DATE: TUESDAY 11/9/2018

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS:

SECTION A (30 MARKS)

1. Explain the meaning of housekeeping and guest room. (2 marks)
2. Describe the structure of the housekeeping department of an economy class hotel. (7 Marks)
3. Explain the relationship between housekeeping and any other three departments in a hotel (9 Marks)
4. Explain any six types of cleaning agents (9 Marks)
5. Differentiate between a sleeper and a skipper (3 Marks)

SECTION B (40 MARKS)

6. a) Describe the structure of the housekeeping department of a luxury class hotel. (12 Marks)
b) Describe the uses of computers in the housekeeping department (8 Marks)
7. Discuss the challenges facing housekeeping department in the 21st Century. (20 Marks)
8. a) Describe five possible causes of accidents in housekeeping (10 Marks)
b) Describe the strategies for handling guest complaint in a five star hotel. (10 marks)