

CHUKA



UNIVERSITY

UNIVERSITY SUPPLEMENTARY/SPECIAL EXAMINATIONS.

EXAMINATION FOR THE AWARD OF CERTIFICATE IN HOSPITALITY AND
TOURISM MANAGEMENT

CHTM 00303: HOUSEKEEPING OPERATIONS

STREAMS: CHTM Y1S2

TIME: 2 HOURS

DAY/DATE: THURSDAY 26/07/2018

5.00 P.M - 7.00 P.M

ISTRUCTIONS:

- Answer all questions in Section A and any 2 in Section B
- Do not write in the question paper

SECTION A: [30MARKS] - (COMPULSORY)

1. Explain three categories of guest supplies in the guest room. [6 Marks]
2. Highlight five properties of a good cleaning agent. [5 Marks]
3. Highlight five suspicious conditions that are of concern to a housekeeper in this era of global security issues. [5 Marks]
4. Outline five uses of a computer in housekeeping operations. [5 Marks]
5. Explain five factors considered when selecting cleaning equipment. [5 Marks]
6. Outline the process of loaning items to the guests in accommodation operations. [5 Marks]

SECTION B: [40 MARK]

7. (a) Describe the procedure for cleaning a guest toilet in a five star hotel. [10 Marks]
(b) Discuss five types of cleaning equipment. [10 Marks]
8. (a) Discuss five functions of a housekeeper in luxury class hotel. [10 Marks]
(b) Describe the ten areas of supervisory by a house keeping supervisor. [10 Marks]
9. Explain the challenges facing housekeeping in hotels. [20 Marks]