

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS
CHUKA/EMBU**

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

CHTM 00303: HOUSEKEEPING OPERATIONS

STREAMS:

TIME: 2 HOURS

DAY/DATE: TUESDAY 10/04/2018

11.30 A.M – 1.30 P.M

INSTRUCTION:

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

SECTION A (30MARKS)

1. Explain the differences between the following terms as used in the housekeeping operations.
 - (i) Housekeeping and cleaning [2marks]
 - (ii) Valet and housekeeping porter [2marks]
 - (iii) Deluxe room and suite [2marks]
2. Briefly explain five areas of concern to a housekeeper. [5marks]
3. Briefly explain the stages involved in making a bed in a guest room. [5marks]
4. Discuss five uses of computers in the room division. [5marks]
5. Explain five factors considered when storing cleaning agents. [5marks]
6. Discuss any four causes of accidents in housekeeping operations. [4marks]

SECTION B: (40MARKS)

7. (a) Discuss the cleaning procedures for the following types of floors Terrazzo, thermoplastic, wooden and tiles. [12marks]
- (b) Explain four types of cleaning agents. [8marks]
8. Discuss the measures adopted by hotels to improve guest security. [20marks]
9. (a) Describe the guest room cleaning procedure. [12marks]
- (b) Explain the relationship between housekeeping and other departments in a hotel . [8marks]
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