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CHUKA



UNIVERSITY

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**SUPPLEMENTARY / SPECIAL EXAMINATIONS**

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

**BCHM 241: HOUSEKEEPING AND LAUNDRY MANAGEMENT I**

**STREAMS: BCHM 241 Y2S1**

**TIME: 2**

**HOURS**

**DAY/DATE: WEDNESDAY 18/11/2020**

**2.30 P.M - 4.30 P.M.**

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**INSTRUCTIONS:**

- Answer All Questions in **SECTION A** and **Any Other Two in SECTION B**
- Do not write anything on the question paper.

**SECTION A: (30 MARKS)**

1. Describe three goals of all housekeepers in any given organization. (3

marks) 2.

2. Describe three categories of soiling that a room attendant may have to deal with in their

daily operations. (6 marks)

3. Describe the following methods of cleaning: (6 marks)

- i. Vacuuming
- ii. Steam extraction
- iii. Spotting

4. There are three categories of floor finishes. State the three categories and give two examples in each category.

(6 marks)

5. Outline four ways in which computers are useful in the housekeeping department.

(4 marks)

6. You have been appointed the executive housekeeper of a three star hotel. Outline five factors you would consider when choosing the cleaning equipment to be used. (5 marks)

**SECTION B: (40 MARKS)**

7. a) Explain four key details that a floor supervisor would check while inspecting a guestroom after cleaning.

(8 marks)

b) Describe the procedure of making a bed in a guestroom. (12 marks)

8. Security has always been a concern for hotels worldwide. Discuss how an Executive Housekeeper would ensure security of guests' property and that of the hotel. (20 marks)

9. The housekeeping department has been particularly fruitful in the introduction of 'green policies' to the benefit of hotel and guests. In this regard, discuss five policies that can be implemented to ensure eco-friendliness. (20 marks)

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