

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

BCHM 241: HOUSEKEEPING OPERATIONS

STREAMS: BCHM Y2S1

TIME: 2 HOURS

DAY/DATE: FRIDAY 20/12/2024

8.30 A.M – 10.30 A.M.

INSTRUCTIONS:

- Answer ALL questions in SECTION A and any other TWO in SECTION B.
- Do NOT write anything on this question paper.

SECTION A: (30 MARKS)

1. Outline five housekeeping practices that help in elimination of odours in guestrooms. (5 marks)
2. List four special amenities that are offered in guestrooms. (2 marks)
3. List six visible signs of dampness in a guestroom. (3 marks)
4. Describe five measures applied by lodging facilities to keep pests at bay. (5 marks)
5. Explain four reasons for cleaning in the hotel industry. (4 marks)
6. State three instances which necessitate room move. (3 marks)
7. Briefly explain two systems used by floor supervisors to update room status. (4 marks)
8. Give details about two walls covering ideal for a bathroom. (4 marks)

SECTION B: (40 MARKS)

9. (a) Describe the main responsibilities of ten housekeeping department staff positions. (10 marks)
- (b) Describe the procedure of turndown service. (10 marks)

10. (a) 'No man is an island and so is the housekeeping department.' Make a case for this statement. (10 marks)
- (b) Examine the importance of good housekeeping in various institutions apart from hotels. Cite relevant examples. (10 marks)
11. Describe the standard procedure that a room attendant should follow when cleaning a guestroom that is on-change. (20 marks)
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