

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

RESITS/SPECIAL EXAMINATIONS

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

BCHM 241: HOUSEKEEPING OPERATIONS

STREAMS: BCHM (Y2S1)

TIME: 2 HOURS

DAY/DATE: TUESDAY 29/8/2023

2.30 P.M. – 4.30 P.M.

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. Explain how housekeeping operations generate good first impression on guests' mind.
(6 marks)
2. Explain three ways of reducing contamination levels while cleaning sanitary areas.
(6 marks)
3. State six levels of cleaning standards that various facilities in public areas should meet as per housekeeper inspection criteria.
(6 marks)
4. State six considerations when setting up a chambermaid's trolley.
(6 marks)
5. Explain the meaning of the term 'dirty dozen' and state eight examples from a guestroom.
(6 marks)

SECTION B: (40 MARKS)

6. 'No man is an island and so is the Housekeeping Department'. Explain this statement.
(20 marks)

7. With use of relevant examples, elucidate five ways in which the Housekeeping Department can contribute to environmental sustainability of hospitality establishments. (20 marks)
 8. Describe the standard procedure that a room attendant should follow when cleaning a guestroom that is on-change. (20 marks)
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