

CHUKA

UNIVERSITY



UNIVERSITY EXAMINATIONS

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

BCHM 241: HOUSE KEEPING OPERATIONS

STREAMS: BCHM (Y2S1)

TIME: 2 HOURS

DAY/DATE: TUESDAY 19/12/2023

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS

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

SECTION A: (30 MARKS)

1. State six ways of protecting carpets from damage. (3 marks)
2. State FIVE responsibilities of floor supervisors. (5 marks)
3. Briefly explain the criteria used in grading of guestrooms. (3 marks)
4. State the purpose of three items that are categorized as cleaning agents but are not used for cleaning. (3 marks)
5. State four tasks that are scheduled for daily cleaning of a five-star hotel lobby. (4 marks)
6. Explain the importance of providing housekeeping staff with adequate cleaning equipment. (6 marks)
7. State how the housekeeping department works in close liaison with other hotel departments. (6 marks)

SECTION B: (40 MARKS)

8. a) Discuss the procedure of carrying out the evening service in a guest room. (10 marks)
b) Discuss the procedure of making a bed. (10 marks)

9. Examine the importance of good housekeeping in various institutions apart from hotels.
Cite relevant examples. (20 marks)
 10. Examine the effects of interior design on guests' experience with the accommodation product. (20 marks)
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