

CHUKA

UNIVERSITY



UNIVERSITY EXAMINATIONS

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

BCHM 242: LAUNDRY OPERATIONS

STREAMS: BCHM (Y2S2)

TIME: 2 HOURS

DAY/DATE: TUESDAY 09/04/2024

11.30 A.M. – 1.30 P.M.

INSTRUCTION

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

SECTION A (30 marks)

1. State four ways in which room attendants can exchange soiled linen for clean. (4 marks)
2. State six tips and practices to keep in mind when storing linen. (6 marks)
3. Justify the need for the Executive Housekeeper to establish par stock for different types of hotel linen. (6 marks)
4. Briefly explain five ways in which samples of fabric may be tested for quality when purchasing hotel linen. (5 marks)
5. State five advantages of using linen rental services. (5 marks)
6. Explain four reasons why extra care should be taken when using stain removal agents. (4 marks)

SECTION B (40 MARKS)

7. Discuss five ways of promoting environmental sustainability in laundry operations. (20 marks)
8. Explain the procedure for laundering linen from arrival at the laundry room to clean linen for distribution. (20 marks)

9. a) Explain five techniques that an Executive Housekeeper could apply in controlling hotel linen. (10 marks)
- b) Explain the appropriate purpose of five laundry equipment. (10 marks)
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