



**MASINDE MULIRO UNIVERSITY OF SCIENCE AND
TECHNOLOGY**

**(MMUST)
MAIN CAMPUS**

**UNIVERSITY EXAMINATIONS
2021/2022 ACADEMIC YEAR, MAIN EXAMINATION**

**SECOND YEAR, SECOND SEMESTER
FOR THE DEGREE**

**OF
BSc. HOSPITALITY AND INSTITUTIONAL
MANAGEMENT**

COURSE CODE: BHM 206

**COURSE TITLE: HOUSEKEEPING OPERATIONS
MANAGEMENT**

DATE: 19th April 2022

TIME: 8.00 - 10.00 AM

INSTRUCTIONS TO CANDIDATES

Answer **ALL** questions in SECTION A and B
Answer only **TWO** questions in SECTION C
Read additional instructions under various sections

TIME: 2Hours

MMUST observes ZERO tolerance to examination cheating

SECTION A; (Answer ALL questions in this section, all questions carry one mark)

(10 MARKS)

1. Choose the right definition of Housekeeping from the following?
 - A. Housekeeping is the provision of all relevant facilities in a hotel.
 - B. Housekeeping is the provision of a safe and clean environment.
 - C. Housekeeping is the act of attending to people's interest.
 - D. Housekeeping is the provision of space and facilities of sleeping in.

2. Among the following select one which is **NOT** an attribute of a housekeeper?
 - A. Interest in people and tactics to handle them.
 - B. Ability to hide personal likes and dislikes and be fair and just.
 - C. Critical power of observation.
 - D. One who can entertain all consumer behaviors'?

3. Identify one which is a stage of laundry service?
 - A. Soiling.
 - B. Solving.
 - C. Lying.
 - D. Receiving.

4. Select one factor to consider when selecting cleaning agent?
 - A. Competition.
 - B. Depreciation.
 - C. Cost.
 - D. Homogeneity.

5. Identify away to ensure healthy indoor plants?
 - A. Provision of Lighting.
 - B. Provision of chemicals.
 - C. Mulching.
 - D. A forestation.

- 6.....is recommended standard of warmth of bedrooms?
 - A. Between 09-20 degrees Celsius.
 - B. Between 13-16 degrees Celsius.
 - C. Between 15-26 degrees Celsius.
 - D. Between 14-17 degrees Celsius.

7. From the list below select housekeeping equipment?
 - A. Upholstery.
 - B. Sun bins.
 - C. Hot water elevators.

- D. Bruisers.
8. Among the following select a good choice of laundering services for big hotels?
- A. Commercial services.
 - B. In house or on premises services.
 - C. Linen hires services.
 - D. All of the above.
9. From the following surfaces which one is suitable for use in laundry areas?
- A. Ceramic surfaces.
 - B. Vinyl surfaces.
 - C. Thermoplastic surfaces.
 - D. All of the above.
10. Identify one area that a housekeeper is responsible for in a hotel.
- A. Gardens.
 - B. Foyer.
 - C. Swimming pool.
 - D. Entrances.

SECTION B (Answer ALL questions in this section, each question carries SIX marks)

(30 MARKS)

11. State **SIX** factors to consider when choosing a housekeeping equipment (6 marks)
12. Explain the procedure of cleaning a vacated room. (6 marks)
13. Identify **THREE** main requirements of indoor plants. (3 marks)
14. Explain giving **THREE** reasons for the importance of illumination in housekeeping. (6 marks)
15. a) Explain **SIX** main points to remember when removing stains. (3 marks)
- b) Explain **FIVE** factors to consider when constructing a drainage system. (3 marks)

SECTION C (Answer ANY TWO questions in this section, each question carry 15 marks)

(30 marks)

16. a) Discuss **TEN** factors to consider when choosing type of a surface in a hotel facility. (10 marks)
- b) Explain **FIVE** main responsibilities of a housekeeper. (5 marks)
17. Describe **FIVE** types of surfaces used in housekeeping under the following: -
- a) Properties. (5 marks)
 - b) Maintenance. (5 marks)
 - c) Uses. (5 marks)
18. Describe **FIVE** types of water sources which can be used in a hospitality establishment under

the following:

- a) Characteristics. (5 marks)
- b) Advantages. (5 marks)
- c) Disadvantages.(5 marks)