

MAIN EXAMS



**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS
2022/2023 ACADEMIC YEAR**

**FIRST YEAR, SECOND SEMESTER EXAMINATIONS
FOR THE DEGREE
OF**

**B.Sc. HOSPITALITY AND INSTITUTIONAL MANAGEMENT
(MAIN EXAMINATION)**

COURSE CODE: BHM 109

**COURSE TITLE: INTRODUCTION TO HOUSEKEEPING AND
LAUNDRY**

DATE: 11/04/2023

TIME: 8.00AM TO 10.00AM

INSTRUCTIONS TO CANDIDATES

Answer all questions in SECTION A and B

Answer two questions from section C.

MMUST observes ZERO tolerance to examination Cheating

This paper consists five printed Pages. Please Turn Over

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SECTION A; (10 MARKS): Answer all questions

- 1) Which of the following is a basic requirement of the guest in any residential establishment?
 - A. Transport
 - B. Drink
 - C. Entertainment
 - D. None of the above
- 2) The following are types of Lodging facilities **EXCEPT**:
 - A. Corporate Education Centers
 - B. Convention hotels
 - C. Boutique hotels
 - D. Monasteries
- 3) is a classification criteria for rooms according to grading.
 - A. Twin
 - B. Day room
 - C. Deluxe
 - D. Adjacent
- 4) Define the term 'Housekeeping'.
 - A. The provision of a clean, comfortable and safe environment
 - B. Building of a lodging facility
 - C. Organizing activities for guests during their stay
 - D. All of the above
- 5) The food and beverage department relates with the housekeeping department on a day to day working basis by:
 - A. Food and beverage department patrols the facility and monitor's surveillance equipment.
 - B. Housekeeping department cleans the pots, pans and other equipment in food and beverage department.
 - C. Housekeeping department supplies food and beverage department with uniform and linen.
 - D. Food and beverage department checks in guests upon arrival to the hotel.
- 6) is a guest request expected of a business traveler.
 - A. In-room movies
 - B. Extra bed
 - C. Nanny services
 - D. Laundry service

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- 7) Turn down service involves
- A. An overhaul on maintenance issues in the room
 - B. Room steward staff leaving for the day after duty
 - C. Switching off the lights in the public area
 - D. Preparing the room for the guest to sleep comfortable
- 8) The following are procedures of making a bed. Which one is **NOT**?
- A. Spread the bed band and tuck it on both sides
 - B. The open end of the pillows should face the entrance
 - C. The open end of the pillows should face away from view
 - D. All of the above
- 9) Below are statements describing second cleaning. Which one is **TRUE**?
- A. It is carried out on an occupied room on guest request.
 - B. It is carried out on a check out room on front desk's request.
 - C. It is carried out by the supervisor
 - D. None of the above
- 10) The following are cleaning agents used in Housekeeping **EXCEPT**:
- A. Solvents
 - B. Washing soda
 - C. Window cleansers
 - D. None of the above.

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SECTION B; (30 MARKS): Answer all questions

- 11) Musa has secured a job as the Executive Housekeeper of Sarova Imperial. List **SIX** functions which will be expected of the housekeeping department. (6 Marks)
- 12) Outline **SIX** steps in handling guest's complaints (6 Marks)
- 13) Jackline is an intern in the housekeeping department and has been asked by the Floor Supervisor to prepare a Room status report.
- i. What is a Room Status report? (2 Marks)
 - ii. Identify what these codes represent in the Room Status Report.
 - a. V.I.P (1 Mark)
 - b. D.N.D (1 Mark)
 - c. O.O.O (1 Mark)
 - d. C/O (1 Mark)
- 14) Explain with at least **TWO** examples how the housekeeping department relates with each of the departments listed below.
- i. Procurement (2 Marks)
 - ii. Human resource (2 Marks)
 - iii. Accounts (2 Marks)
- 15) Outline any **SIX** pre cleaning procedures of a guest room (6 Marks)

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SECTION C; (30 MARKS)

Answer any two questions from this section.

16. Oasis Clove is a two-star town hotel located in Mombasa County

- i. Draw the organogram of the Housekeeping Department of Oasis Clove. (6 Marks)
- ii. List **THREE** duties of any of the three personnel identified in the organogram in i, above. (9 Marks)

17. The Housekeeping Control Desk is the central hub of the housekeeping department.

- i. Discuss features and location of the House keeping control desk in a hotel set up. (3 Marks)
- ii. Explain **SIX** roles of the housekeeping control desk. (12 Marks)

18. The Housekeeping department of Maua Chain of Hotels are planning to carry out their spring cleaning during the first week of January 2023.

- i. Elaborate on the essence of spring cleaning. (3 Marks)
- ii. Identify any **SIX** tasks that are carried out on spring cleaning. (6 Marks)
- iii. Enumerate any **SIX** checks that will be carried out on inspection of the room after spring cleaning. (6 Marks)

