

30
MAIN EXAMS



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

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS
2022/2023 ACADEMIC YEAR**

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

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

COURSE CODE: BHM 206

COURSE TITLE: HOUSEKEEPING OPERATIONS

DATE: 24/04/2023

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) One should avoid acidic cleaning agents on floor surfaces.
 - A. Quarry tiles
 - B. Ceramic tiles
 - C. Terrazzo
 - D. Marble
- 2) The following linen can be classified as naperies **EXCEPT**:
 - A. Cushion covers
 - B. Cocktail napkins
 - C. Table cloths
 - D. None of the above
- 3) is a basic principle of personal hygiene?
 - A. Smoking
 - B. Using paper handkerchiefs and disposing of them immediately
 - C. Washing hands before using the toilet
 - D. Sneezing
- 4) Which of the following wastes is classified as a household hazardous waste?
 - A. Paints
 - B. Radioactive waste.
 - C. laboratory specimens
 - D. None of the above
- 5) Which of the following is the **CORRECT** procedure for removal of shoe polish stains from a carpet?
 - A. Leave to dry then brush off.
 - B. Wash with warm water and a weak acid then rinse.
 - C. Scrape off then use hot iron and absorbent paper.
 - D. Scrape off then apply a grease solvent.
- 6) is one of the qualities that needs to be considered in purchasing linen.
 - A. Supplier
 - B. Color
 - C. Quantity
 - D. All of the above
- 7) Turn down service involves
 - A. An overhaul on maintenance issues in the room

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- 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 methods of managing waste. Which one is **NOT**?
- A. Sanitary Landfill
 - B. Incineration
 - C. Refrigeration
 - D. All of the above
- 9) is a support department in a hotel.
- A. Housekeeping
 - B. Front office
 - C. Human resource
 - D. Food and beverage
- 10) The following statements represent the importance of Laundry **EXCEPT**:
- A. To preserve the article
 - B. To adjust fitting of article
 - C. For hygiene reasons
 - D. For aesthetic purposes

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SECTION B; (30 MARKS): Answer all questions

- 11) Identify **SIX** roles of a Floor Supervisor in a Hotel. (6 Marks)
- 12) Outline the procedures of removal of the following stains from polished wood surfaces:
- i. Ink (2 Marks)
 - ii. Burn marks (2 Marks)
 - iii. Scratch marks (2 marks)
- 13) List at least **TWO** distinguishing features of each of the following keys in Housekeeping:
- i. Sub-master Key (2 Marks)
 - ii. Grand-master key (2 Marks)
 - iii. Individual room key (2 Marks)
- 14) Define the following terms used in linen care:
- i. Spot cleaning (2 Marks)
 - ii. Sponging (2 Marks)
 - iii. Finishing (2 Marks)
- 15) Write brief notes on care and cleaning of the following metals:
- i. Copper (2 Marks)
 - ii. Silver (2 Marks)
 - iii. Stainless steel (2 Marks)

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SECTION C; (30 MARKS)

Answer any two questions from this section.

16. The linen room is the center stage for the supporting role that the housekeeping department plays in the hotel.

- i. Identify **FIVE** factors that must be considered in choosing the location of the linen room in the hotel. (6 Marks)
- ii. Discuss **FIVE** linen room requirements. (5 Marks)
- iii. Elaborate on **FIVE** activities that are carried out in the linen room. (5 Marks)

17. Discuss the following materials and reagents which are used in cleaning. Give at least **TWO** examples of each.

- i. Detergents
- ii. Abrasives
- iii. Acids
- iv. Bleaches
- v. Solvents

18. The Management of Lewa Lodge are to outsource all the cleaning functions in the lodge in order to enhance overall efficiency.

- i. Explain to them the concept of contract cleaning. (5 Marks)
- ii. List **FIVE** advantages of contract cleaning. (5 Marks)
- iii. List **FIVE** disadvantages of contract cleaning. (5 Marks)

