



MASENO UNIVERSITY

UNIVERSITY EXAMINATIONS 2012/2013

FIRST YEAR FIRST SEMESTER EXAMINATIONS FOR
THE CERTIFICATE IN HOSPITALITY & TOURISM
OPERATIONS
(CITY CAMPUS)

**SEH 0016: INTRODUCTION TO HOUSEKEEPING
AND LAUNDRY OPERATIONS**

Date: 5th August, 2013

Time: 2.00 – 4.00 p.m.

Certificate in hospitality and tourism operations
First year, first semester examinations

SEH 0016: Introduction to Housekeeping and Laundry Operations

Answer ALL questions in the answer booklet provided.

1. Briefly discuss any five (5) duties of an executive housekeeper (10 Marks)
2. Explain any five (5) factors that an executive housekeeper should consider while choosing cleaning agents for any property. (10 Marks)
3. Discuss any seven (7) qualities required of any housekeeping staff (14 Marks)
4. Outline the duties of the following housekeeping staffs (5 Marks)
 - a) Floor supervisor
 - b) Housemen
 - c) Public area supervisor
 - d) Room attendants
 - e) Linen room supervisor
5. Identify the functions of the following cleaning equipment as used in housekeeping (6 Marks)
 - a) Deck scrubbers
 - b) Squeegee
 - c) Swabs
 - d) Scrim
 - e) Dustpans
 - f) Dustettes
6. Give five (5) reasons for cleaning (5 Marks)