



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY

UNIVERSITY ORDINARY EXAMINATION

2017/2018 ACADEMIC YEAR

**SECOND YEAR, SECOND SEMESTER EXAMINATION FOR BACHELOR OF
SCIENCE IN HOSPITALITY MANAGEMENT**

HHM203: HOUSEKEEPING AND LAUNDRY OPERATIONS

DURATION: 2 HOURS

DATE: 18TH APRIL 2018

TIME: 2.00PM – 4.00PM

Instructions to Candidates:

1. Answer **Section A** and **Any Other Two** questions in **Section B**.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A – ANSWER ALL QUESTIONS IN THIS SECTION (30 Marks)

QUESTION ONE

A Murang’a hotel wishes to start housekeeping and laundry operations. As a hospitality consultant:

- a) Explain five (5) factors to consider while installing laundry equipment. (10 Marks)
- b) Describe how a housekeeper liaises with the following departments;
 - i. Maintenance (2 Marks)
 - ii. Front Office (2 Marks)
 - iii. Finance (2 Marks)
 - iv. Sales and Marketing (2 Marks)
- c) Explain six (6) factors to consider when choosing housekeeping equipment and tools. (12 Marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Suggest four (4) factors to consider when seeking for contract service. (4 Marks)
- b) As a housekeeper, you are demonstrating on procedures of cleaning various surfaces to the new trainees
 - i. Explain the procedure for weekly cleaning a bathroom with painted walls and tiled floors (6 Marks)
 - ii. Describe the procedure of weekly cleaning of a toilet bowl. (10 Marks)

QUESTION THREE (20 MARKS)

- a) Describe how you would launder a white cotton shirt. (7 Marks)
- b) Explain five (5) benefits of dry cleaning. (5 Marks)
- c) Suggest four (4) laundry equipment and explain their use in laundry. (8 Marks)

QUESTION FOUR (20 MARKS)

- a) Explain five (5) points to consider when choosing a suitable floor covering. (10 Marks)
- b) Explain five (5) precautionary measures when using dry-cleaning and stain removal agents. (5 Marks)
- c) Highlight five emerging trends in housekeeping and laundry operations. (5 Marks)