



MURANG'A UNIVERSITY COLLEGE

(A Constituent college of Jomo Kenyatta University of Agriculture and Technology)

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

UNIT: HOUSEKEEPING THEORY

END OF SEMESTER EXAMINATION

UNIT CODE: CHM 0121

Date: 24th AUGUST 2015

TIME: 2 HOURS

INSTRUCTIONS

1. Read the questions carefully.
2. Section A is **COMPULSORY**.
3. Answer **TWO** questions in section B.

SECTION A

QUESTION ONE IS COMPULSORY

- 1a. Discuss five factors to consider when selecting wall finishes. (10mks)
- b. Classify cleaning equipment and in each case give three examples. (5mks)
- c. Enumerate five responsibilities of executive housekeeper (5mks)
- d. State five responsibilities of housekeeping department. (10mk)

SECTION B: ANSWER ANY TWO QUESTIONS

- 2a. Explain the procedure of cleaning a vacated guest room. (10mks)
 - b. Outline five disadvantages of terrazzo flooring. (5mks)
 - c. Highlight five points to consider when selecting floor and flooring. (5mks)
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- 3a. Highlight five factors to consider when choosing wall finishes. (5mks)
 - b. Outline five reasons for cleaning. (5mks)
 - c. Explain the procedure of turning down. (5mks)
 - d. Classify cleaning agents used in housekeeping operations. (5mks)

4a. Outline four important reasons for having safety rules in housekeeping department in prevention of accidents. (4mks)

b. Explain five points to consider in selection of equipment. (10mks)

c. Describe three types of furniture. (6mks)

5a. Highlight six periodic tasks carried out when cleaning public areas. (6mks)

b. Distinguish between disinfectants and de-odorants. (4mks)

c. Enumerate four duties of laundry staff. (4mks)

d. Describe the procedure of Care and cleaning of painted surfaces. (6mks)