



MURANG'A UNIVERSITY COLLEGE

A Constituent College of Jomo Kenyatta University of Agriculture and Technology

UNIT CODE: DHM1221

UNIT TITLE: HOUSEKEEPING AND LAUNDRY SUPERVISION

MAY-AUGUST 2015

TIME: 2 HOURS

DATE: 17TH AUGUST 2015

INSTRUCTIONS

ANSWER QUESTION ONE AND ANY OTHER TWO. QUESTION ONE IS COMPLUSORY

QUESTION ONE (30MARKS)

- a) Define the following terms
 - (i) Par level (2marks)
 - (ii) Job description (2marks)
 - (iii) Safety stock level (2marks)
 - (iv) Lead time quantity (2marks)
- b) Compile a job description of a linen and uniform attendant (6marks)
- c) Explain four methods the executive housekeeper can use to control housekeeping and laundry expenses (8marks)
- d) State four activities involved in controlling housekeeping department (4marks)
- e) Explain two types of inventories the executive housekeeper is responsible of (4marks)

QUESTION TWO.

- a) State three factors to consider when determining the par levels of the following
 - (i) Linen (3marks)
 - (ii) Uniforms (3marks)
- b) Identify four locations in the hotel where linen may be found (4marks)
- c) Explain five way of reducing employee theft in a hotel (10marks)

QUESTION THREE

- a) State two effects of too high inventory levels of linen (2marks)
- b) State four factors to consider when planning on premises laundry (4marks)
- c) Differentiate between capital budget and operational budget (2marks)
- d) Discuss six areas in housekeeping covered by the Occupational Safety and Health Act (OSHA) (12marks)

QUESTION FOUR

- a) Explain four factors to consider in determining maximum quantities of cleaning supplies (8marks)
- b) Outline the information contained in the machine and equipment repair log (5marks)
- c) (i) State five safety measures to be observed in housekeeping and laundry when using machinery (5marks)
- (ii) Identify two advantages of job lists and job description (2marks)