

MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS 2015/2016 ACADEMIC YEAR**

**SECOND YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS**

**BACHELOR OF HOTEL & HOSPITALITY MANAGEMENT**

**COURSE CODE: BHM 206**

**COURSE TITLE: HOUSEKEEPING**

**OPERATIONS MANAGEMENT**

**DATE: 25TH AUGUST, 2015 TIME: 8.30AM – 10.30AM**

**INSTRUCTIONS TO CANDIDATES**

Question **ONE** is compulsory

Answer any other **THREE** questions in Section B

***This paper consists of 2 printed pages. Please turn over.***

**QUESTION ONE (25mks)**

**a).** Identify 4 room codes used to indicate the room status and state their Meaning **(2mks)**

**b).** Discuss problems that room attendants face during cleaning of guestrooms **(3mks)**

**c).** State and explain the factors to consider when selecting the type of floor surface to use in a room **(5mks)**

**d).** State and explain the importance of preventative maintenance programme to the operation of an on premise laundry **(5mks)**

**e).** Discuss important features to be considered by the executive housekeeper when selecting cleaning equipment **(10mks)**

**QUESTION TWO**

No department can operate on its own in a hotel. In view of this, discuss the relationship between housekeeping and other departments in a five-star hotel **(15mks)**

**QUESTION THREE**

Thoroughly describe duties of various housekeeping staff **(15mks)**

**QUESTION FOUR**

**a).**What is dirt **(1mk)**

**b).** Discuss manual cleaning methods used in cleaning a room **(14mks)**

**QUESTION FIVE**

**a).** Explain the importance of sorting linen before washing **(6mks)**

**b).**Discuss the laundry flow process **(9mks)**