



MASENO UNIVERSITY

UNIVERSITY EXAMINATIONS 2012/2013

FIRST YEAR SECOND SEMESTER EXAMINATIONS FOR
THE DIPLOMA IN HOSPITALITY MANAGEMENT
(CITY CAMPUS)

**SEH 0148: INTRODUCTION TO LAUNDRY AND
DRY CLEANING**

Date: 12th August, 2013

Time: 2.00 – 4.00 p.m.

Diploma in hospitality management
First year, semester two examination

SEH 0148: Introduction to Laundry and Dry Cleaning

Answer ALL questions in the answer booklet provided.

1. Give the correct term for the following; (5 Marks)
 - a) The compact mass of hydro-extracted clothes
 - b) Laundry agents used to neutralize chlorine bleach residues
 - c) The action brought about by the rotation of the drum in a washing machine
 - d) The level of water in a washing machine
 - e) A flatwork ironer or roller press
2. Highlight five major factors to be considered when planning to have an On Premises Laundry (5 Marks)
3. Give two problems that may result from the overloading of a washing machine (2 Marks)
4. Enumerate four advantages and disadvantages of having an On Premises Laundry (8 Marks)
5. Give two reasons why soiled linen should be dealt with as quickly as possible (2 Marks)
6. List any four of the most frequently used finishing equipments (2 Marks)
7. Discuss five (5) factors that need to be considered while washing (10 Marks)
8. Identify three (3) importance of rinsing (3 Marks)
9. Briefly discuss the role of alkalis in the wash process (8 Marks)
10. Outline the two (2) principles of laundering (2 Marks)
11. Give three reasons (3) why sorting is an important stage in the wash process (3 Marks)