



# MASENO UNIVERSITY

## UNIVERSITY EXAMINATIONS 2012/2013

SECOND YEAR SECOND SEMESTER EXAMINATIONS  
FOR THE DEGREE OF BACHELOR OF SCIENCE IN  
ECOTOURISM, HOTEL & INSTITUTIONAL  
MANAGEMENT WITH INFORMATION TECHNOLOGY  
(MAIN CAMPUS)

### SEH 208: HOUSEKEEPING ONE

*Date: 23<sup>rd</sup> July, 2013*

*Time: 2.30 – 4.30 p.m.*

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**SEH 208: HOUSEKEEPING ONE. (MAY-AUGUST 2013-MAIN CAMPUS)**

**INSTRUCTIONS:**

1. This paper has **TWO** sections **A & B**
2. Answer **ALL** questions from section **A** and **TWO** questions from section **B** on the answer booklet provided.
3. Question 7 is compulsory.

**SECTION A: (30marks)**

Q1. a) Describe how efficiency can be used to improve housekeeping standards within hospitality establishments. (2.5marks)

b) How does the executive housekeeper plan for use of the following in a cost effective manner:

- i) Time (1.5marks)
- ii) Labor (1.5marks)
- iii) Cleaning materials (1.5marks)

Q2. Highlight five aims of providing housekeeping services in each of the following hospitality establishments.

- i) Hotels.
- ii) Hospitals

(5marks)

Q3. Differentiate between housekeeping and accommodation. (3marks)

Q4. Describe the following cleaning agents that are used in housekeeping department and give two examples of each.

- a) Detergents
- b) Abrasives
- c) Organic solvents

(6marks)

Q5 a). Floors can be described as being 'functional' or 'decorative'. Giving two examples in each, discuss this statement.

(4marks)

b) State any 3 advantages and disadvantages of a carpet as a floor covering. (3marks)

c) Describe the main types of carpet problems and state how they can be eradicated within housekeeping department. (2marks)

**SECTION B 20MARKS**

**Answer Question 6 and any other question from this section in the answer booklet provided.**

- Q 6a) Identify and describe any two types of dirt. (2marks)
- b) Describe three characteristics each of dirt and dust. (4marks)
- c) Highlight the properties of a good detergent. (3marks)
- d) Describe the following terminologies that are used to identify cleaning agents and state their effects on cleaning.
- i) Anionic
  - ii) Hydrophilic
  - iii) Hydrophobic (3marks)
- Q7.a) Describe the following documents that the housekeeping department uses for operational planning.
- i) A house breakout plan. (2marks)
  - ii) A room section. (1 mark)
  - iii) A room division (1mark)
- b) Describe any four operational control procedures that are used in housekeeping department (2marks)
- b) What is the significance of a house break out plan to the hospitality guest and the executive housekeeper? (2marks)
- Q.8 a) Describe the main functions of fabrics in hospitality establishments. (2marks)
- b) Giving two examples of each identify the main classification of fibers (2marks)
- c) Highlight two advantages of animal and synthetic fibers (4marks).