



MASENO UNIVERSITY

UNIVERSITY EXAMINATIONS 2012/2013

**THIRD YEAR SECOND SEMESTER EXAMINATIONS FOR
THE DEGREE OF BACHELOR OF SCIENCE IN
ECOTOURISM, HOTEL & INSTITUTION MANAGEMENT
WITH INFORMATION TECHNOLOGY
(CITY CAMPUS - EVENING)**

SEH 311: HOUSEKEEPING TWO

Date: 16th July, 2013

Time: 5.30 – 7.30 p.m.

SEH 311: HOUSEKEEPING TWO (CITY CAMPUS 2013)

INSTRUCTIONS: Answer all questions in the answer booklet provided.

(50marks)

Q. 1 a) Describe the main reasons for growth of organizations within the hospitality industry.

(5marks)

b) Identify the main methods of customer segmentation for the accommodation market.

(6marks)

Q.2a) "Planning a standard cleaning procedure leads to a sound cleaning programme within hospitality premises". Discuss this statement in relation to housekeeping operations. (4marks)

c) Highlight any three activities in planning that are crucial to the housekeeper.

(6marks)

Q. 3a) Discuss the types of emergencies that can be a threat to accommodation provision within hospitality establishments.

(4marks)

b) "It is the obligation of management to provide security to both guests and staff". Discuss the above statement in relation to safety of assets within hotels.

(6marks)

Q. 4a) Time taken by an employee to enter a room and get ready for work is 28 seconds and she is rated at 70. Calculate the basic time required to complete the work. (1mark)

b) The following areas were cleaned as follows:

Area A = 850 hrs.

Area B = 16hrs.

Area C = 200hrs.

Area D = 150hrs.

Area E = 300hrs.

Calculate the following:

i) Allowance for holiday and sickness @ 11% each. (2marks)

ii) Grand total hours. (2mark)

iii) Full time equivalent. (4marks)

Q.5 a) Budgeting forms an integral part of the executive housekeeper's management function. Giving examples, discuss the main areas that must be considered when planning the budget. (5marks)

b) What are the considerations for planning the operating budget for housekeeping department? (5marks)