



Kasarani Campus

Off Thika Road
Tel. 2042692 / 3

P.O.

Box 49274, 00100

NAIROBI

Westlands Campus
Pamstech House
Woodvale Grove
Tel. 4442212
Fax: 4444175

**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FOR THE CERTIFICATE IN HOSPITALITY MANAGEMENT
CHM 204- HOUSEKEEPING**

Date: 10TH

AUGUST 2023

Time: 2:30PM-4:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Identify three accommodation areas. (3 Marks)
- b) Outline five responsibilities of a housekeeper. (5 Marks)
- c) Differentiate between the following terms;
 - i) Acids and alkalis (2 Marks)
 - ii) Dry vacuum and wet-and-dry vacuum cleaners (2 Marks)
 - iii) Hygiene and infections. (2 Marks)
- d) As a housekeeper, describe five things you would consider when making choice for cleaning agents in your hotel. (5 Marks)
- e) Give five causes of falls as a hazard which may occur in the housekeeping department. (5 Marks)
- f) Give and explain any three types of manual cleaning that is used in housekeeping. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Illustrate using a chart the organizational structure of housekeeping department in a hotel. (10 Marks)
- b) Discuss the key responsibilities of a room attendant in the housekeeping department. (5 Marks)
- c) Explain the different roles of a linen room supervisor/ linen keeper in housekeeping. (5 Marks)

QUESTION THREE (20 MARKS)

- a) Distinguish between manual cleaning equipment and mechanical cleaning equipment. (4 Marks)
- b) Discuss in details the care and storage of equipment in the housekeeping department. (8 Marks)
- c) As a housekeeper you are entrusted with the role of selecting equipment for cleaning. Explain the factors you will consider while selecting this equipment. (8 Marks)

QUESTION FOUR (20 MARKS)

- a) Outline five principles of cleaning in housekeeping. (5 Marks)
- b) Discuss systematically the process of making a bed for a guest in a hotel room. (9 Marks)
- c) Describe the procedure of entering a guest's room before cleaning the room. (6 Marks)

QUESTION FIVE (20 MARKS)

- a) Recall the meaning of the term hazard as used in housekeeping. (2 Marks)
- b) Outline the precautions to take so as to prevent accidents in the housekeeping department. (4 Marks)
- c) Discuss in details the four classes of fire that can be a safety hazard in a hotel. (8 Marks)
- d) Describe the fire safety measures you can take to prevent fire hazards in a hotel. (6 Marks)