



Kasarani Campus  
Off Thika Road  
P. O. Box 49274, 00101  
NAIROBI  
Westlands Campus  
Pamstech House  
Woodvale Grove  
Tel. 4442212  
Fax: 4444175

**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR**  
**FIRST YEAR, FIRST SEMESTER EXAMINATION**  
**DIPLOMA IN HOSPITALITY MANAGEMENT**  
**DHM 017: HOUSEKEEPING AND LOUNDRY II**

Date: 10<sup>TH</sup> December 2024

Time: 11:30AM – 1:30PM

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

The term 'soft furnishings' embraces textile products used throughout the hospitality industry to contribute to atmosphere and comfort.

- a) List FIVE reasons why loose covers may be used on upholstered chairs. [5marks]
- b) State FIVE general points that should be remembered when choosing curtains. [10marks]
- c) Outline the care and cleaning of cushions. [5marks]
- d) Examine FIVE advantages and disadvantages of using carpet as a floor covering. [5marks]
- e) Construct an order of work for the daily cleaning of a bedroom. [5marks]

**QUESTION TWO**

Materials adopted for interior surfaces will have been selected to fulfill previously agreed criteria.

- a) Compare the advantages of a painted wall finish with the advantages of a wallpapered surface. [10marks]
- b) Identify FIVE flooring materials that may be used for covering a wall. [5marks]
- c) Explain how wood paneling should be cleaned. [5marks]

**QUESTION THREE**

A wide range of materials may be used during the construction and redevelopment of a hotel. For EACH of the following materials, identify FIVE different forms, and explain where in an establishment that particular form of material may be used:

- a) Ceramics [5mks]
- b) Glass [5mks]
- c) Metals [5mks]
- d) Plastics [5mks]

#### **QUESTION FOUR**

The material used to cover a floor will have been agreed during the design stage of a construction Project. Discuss EACH of the following points and identify aspects that should be considered when Selecting a floor covering:

- a) Appearance [5mks]
- b) Comfort [5mks]
- c) Durability [5mks]
- d) Ease of cleaning [5mks]

#### **QUESTION FIVE**

The use for curtains is varied and will influence the choice of material and colours.

- a) Identify FOUR reasons why curtains may be used. [4maks]
- b) Describe how the life of curtains may be improved by care and cleaning. [10marks]
- c) State THREE disadvantages in the use of Venetian blinds. [6marks]