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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FOR THE CERTIFICATE IN HOSPITALITY MANAGEMENT
CHM 206- LAUNDRY

Date: 9th December 2022
Time: 2:30pm-4:30pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Define the following terms: linen, washing and safety. (6 Marks)
- b) State FOUR advantages of on-premises laundry. (4 Marks)
- c) Name FIVE washing methods. (5 Marks)
- d) Enumerate FIVE advantages of dry cleaning. (5 Marks)
- e) State FIVE safety measures to be observed in the laundry. (5 Marks)
- f) List FIVE factors to consider when planning a laundry layout. (5 Marks)

QUESTION TWO (20 MARKS)

- a) Outline the procedure of dry cleaning. (8 Marks)
- b) A commercial or off-premises laundry refers to laundering activities performed outside the establishment while an on-site or on-premises laundry refers to laundering activities carried on within the establishment by staff employed by the hotel. Discuss 3 disadvantages of on-premises laundry. (6 Marks)
- c) Outline SIX general rules to follow when removing stains. (6 Marks)

QUESTION THREE (20 MARKS)

- a) Marking of laundry may be temporary (guest laundry) or permanent (monogramming of hotel linen). For guest laundry initials of the guest as well as the room number helps provide a clear identification and helps correct billing. Explain three methods of marking customers' dirty laundry. (6 Marks)
- b) Refuse is a menace in our cities, towns and even villages advise a group of youths FOUR methods of disposing waste. (8 Marks)
- c) Fire is a reaction or a series of reactions in which heat or light is involved or produced. For combustion to occur there should be heat, fuel and oxygen. Explain 3 principles of putting off fires. (6 Marks)

QUESTION FOUR (30 MARKS)

- a) The laundry facility has chemicals, equipment, many types of liquids and solutions. Discuss THREE preventive measures to take to avoid accidents in the laundry room. (6 Marks)
- b) Apart from laundering clothes, there are other treatments that are carried out in order to restore the cloths to their original state, explain three special treatments. (6 Marks)
- c) In order to launder clothes without damaging them, there are guidelines given. Illustrate FOUR common care labels used in laundry. (8 Marks)

QUESTION FIVE (20 MARKS)

- a) After laundering and finishing the clothes well, one of the requirements of a good laundry premises is storage accommodation, discuss three storage equipment you would want fixed in your premises. (6 Marks)
- b) All personnel working in a laundry facility need to be hygienically fit. Explain FOUR aspects of good personal hygiene. (8 Marks)
- c) A laundry facility is very important in any institution explain THREE laundry sections you would advise your institution to include when planning a laundry room. (6 Marks)