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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
FIRST YEAR, SECOND SEMESTER EXAMINATION
FOR THE CERTIFICATE IN HOSPITALITY MANAGEMENT
CHM 204 HOUSEKEEPING THEORY

Date: 8TH AUGUST 2024
Time: 2:30PM – 4:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) As a housekeeper, there are several cleaning agents that you have to use in carrying out of your duties. List any five such cleaning agents. (5 Marks)
- b) Cleaning is a very important feature for every institution. Highlight any five reasons for cleaning. (5 Marks)
- c) A housekeeper should have specific behaviors while within the organization. As a future housekeeper of hotel KWUST, list and explain any five such attributes. (5 Marks)
- d) Dust removal is a skill that every housekeeping student should have. Outline a five dust removal methods that can be employed in the hotel. (5 Marks)
- e) Briefly explain how any three different departments work hand in hand with the housekeeping department to ensure efficiency of service in a hotel. (6 Marks)
- f) Describe the order of work while cleaning a telephone. (4 Marks)

QUESTION TWO (20 MARKS)

- a) Before purchasing any cleaning equipment, several factors have to be placed into consideration. Briefly explain any four such factors. (8 Marks)
- b) There are several hazards that may occur in hotel leading to several risks. Explain any three reasons for falls and their remedies. (6 Marks)
- c) Briefly explain any three roles of a housekeeping supervisor in a hotel. (6 Marks)

QUESTION THREE (20 MARKS)

- a) Fire is a major concern in every hotel as it can result in major losses in the hotel. Define the term fire. (2 Marks)
- b) Explain any four causes of fire in a hotel. (8 Marks)
- c) Describe the different room keys found in the accommodation department and their features. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Differentiate between the terms hazard and risk as used in the housekeeping department. (4 Marks)
- b) While cleaning of a room, the room steward is expected to clean a toilet. Describe the process of cleaning a tiled toilet. (6 Marks)
- c) Hygiene is a key feature in every department of a hotel. Discuss any five elements of personal hygiene. (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Outline any five emerging trends in housekeeping. (5 Marks)
- b) Illustrate, using a diagram, the organizational structure of a housekeeping department in a large hotel. (10 Marks)
- c) Briefly explain any five manual cleaning equipment found in the housekeeping department. (5 Marks)