



OFFICE OF THE DEPUTY PRINCIPAL
ACADEMICS, RESEARCH AND STUDENTS' AFFAIRS

UNIVERSITY EXAMINATIONS 2020 /2021 ACADEMIC YEAR

FOURTH YEAR FIRST SEMESTER REGULAR- MAIN EXAMINATION

FOR THE DEGREE OF BACHELOR OF HOTEL AND
HOSPITALITY MANAGEMENT

COURSE CODE: BHM 215

COURSE TITLE: HOUSEKEEPING AND LAUNDRY MANAGEMENT

DATE: 27TH JULY, 2021

TIME: 8:00AM – 11:00AM

INSTRUCTION TO CANDIDATES

- SEE INSIDE

THIS PAPER CONSISTS OF 3 PRINTED PAGES

PLEASE TURN OVER

REGULAR – MAIN EXAM

BHM 215: HOUSEKEEPING & LAUNDRY MANAGEMENT

STREAM: SBE (HOSP)

DURATION: 3 Hours

INSTRUCTIONS TO CANDIDATES

- i. Answer Question **ONE** and any other **TWO** questions.
- ii. Do not write on the question paper.

QUESTION ONE

- (a) Elaborate on the interdepartmental relationships and co-operation of housekeeping department with other departments in a hotel [10 marks]
- (b) Examine **five(5)** importance of items a housekeeper must have to maintain high standards of cleanliness (10 marks)
- (c) Explain the **five(5)** functions of each of the following housekeeping staff:
 - i. Floor supervisor (5 marks)
 - ii. Executive housekeeper (5 marks)

QUESTION TWO

- a) Highlight **five(5)** advantages and **five(5)** disadvantages of on-premises [10 marks]
- b) Discuss keys as one of the components of security in the hotel industry [10 marks]

QUESTION THREE

- a) Discuss in details methods followed when cleaning vacated guestroom [10 marks]
- b) You have been appointed the accommodations manager in a five star hotel.
Explain the factors to consider when scheduling the house keeping staff [10 marks]

QUESTION FOUR

- a) Mechanical cleaning equipment is one of the modern aids to cleaning. As a house keeping supervisor, how would you ensure that the equipment is properly used and maintained to achieve total efficiency in operation (10marks)
- b) Discuss briefly any **five (5)** factors to be considered when purchasing cleaning equipment (10marks)

QUESTION FIVE

- (a) Explain **five (5)** methods the executive housekeeper can use to control housekeeping and laundry expenses **(10marks)**
- (b) Examine **five (5)** way of reducing employee theft in a hotel **(10marks)**
