



**ALUPE UNIVERSITY**  
COLLEGE  
*... Bastion of Knowledge ...*

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**OFFICE OF THE DEPUTY PRINCIPAL**

**ACADEMICS, RESEARCH AND STUDENTS' AFFAIRS**

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# **UNIVERSITY EXAMINATIONS**

## **2018 /2019 ACADEMIC YEAR**

**SECOND YEAR SECOND SEMESTER REGULAR EXAMINATION**

### **FOR THE DEGREE OF BACHELOR OF HOTEL AND HOSPITALITY MANAGEMENT**

**COURSE CODE: BHM 215**

**COURSE TITLE: HOUSEKEEPING AND LAUNDRY OPERATIONS**

**DATE:23/4/19**

**TIME: 2.00PM-5.00PM**

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#### **INSTRUCTION TO CANDIDATES**

- **SEE INSIDE**



**THIS PAPER CONSISTS OF 4 PRINTED PAGES**

**PLEASE TURN OVER**

**INSTRUCTIONS TO CANDIDATES**

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

**Question One**

- a) Explain the meaning of an organization structure as used in the housekeeping department (3marks)
  - i) Elaborate on five (5) roles that the housekeeping plays in a hotel. (5marks)
  - ii) Using a diagram Illustrate an organizational structure of a three star hotel. (7marks)
- b) Outline the different sections in a hotel that the house keeping departments serves and explain their connection. (5marks)
- c) Identify five different personnel that work in the house keeping department and in each case explain two of their roles. (10marks)

**Question Two**

- a) Identify two categories that surfaces are made up of and in each case explain three of their characteristics. (6marks)
- b) Discuss the characteristics of a terrazzo floor that are normally used to in high traffic areas. (6marks)
- c) Explain on the care and maintenance of a terrazzo floor. (8marks)

**Question Three**

- a) As the executive house keeper in a five star hotel, the management has asked you to advise them on the purchase of new equipment for housekeeping department. Discuss the points you would advise them on before they embark on the purchase of these equipment. (6marks)
- b) Discuss the legislation in the housekeeping department that govern the noise levels and safety for hotel guests. (6marks)
- c) Elaborate on the importance of budgeting in the house keeping department. ( 8marks)

**Question Four**

- a) Discuss the processes involved in the laundry cycle. (10marks)
- b) Discuss the process involved in stain removal. (10marks)

**Question Five**

a) Alupe University College Guest House is seeking to recruit staff to work in the house keeping department. You have been asked to help in the recruitment process. As a house keeping expert, discuss the qualities that the staff you are seeking to recruit should have. (10marks)

b) Outline and briefly explain the importance of training staff to work in the house keeping department. (10marks)

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