



OFFICE OF THE DEPUTY PRINCIPAL

ACADEMICS, RESEARCH AND STUDENTS' AFFAIRS

UNIVERSITY EXAMINATIONS

2018 /2019 ACADEMIC YEAR

SECOND YEAR FIRST SEMESTER REGULAR EXAMINATION

FOR THE DIPLOMA IN HOTEL AND HOSPITALITY MANAGEMENT

COURSE CODE: DHRM 012

COURSE TITLE: HOUSEKEEPING AND LAUNDRY
OPERATIONS

DATE: 14/12/2018

TIME: 9.00 AM -12.00 PM

INSTRUCTION TO CANDIDATES

- SEE INSIDE

THIS PAPER CONSISTS OF 5 PRINTED PAGES

PLEASE TURN OVER

DHRM 012

DHRM 012 HOUSEKEEPING AND LAUNDRY OPERATIONS

STREAM: SBE (HOSP)

DURATION: 21/2HOURS

INSTRUCTIONS TO CANDIDATES

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

Question One

- a)
 - i) Define the term housekeeping. (2 Marks)
 - ii) Identify the points to consider when loading the chamber maids trolley (8 Marks)
- b) Outline and briefly explain the advantages of using a chamber maids' trolley. (10 Marks)
- c) Briefly discuss the role of a chambermaid in a hotel. (10 Marks)

Question Two

- a) Discuss the procedure a housekeeper should follow when entering a guestroom before they start cleaning. (10 Marks)
- b) Explain the procedure to be followed when cleaning the guest room. (10 Marks)

Question Three

- a) The layout of the housekeeping department depends on the total number of Guestrooms, Outlets, and Required Staff. Identify five hotel department are the most prominent in helping to meet guests requirements. (10 Marks)
- b) Identify any five (5) housekeeping staff and in each case state two of their roles. (10 Marks)

Question Four

- a) Discuss the qualities that a good housekeeping staff should poses. (10 Marks)
- b) Explain the advantages that a housekeeping department offers to a hotel guest. (10 Marks)

Question Five

Discuss in details the safety and security measures that workers should follow when carrying out their cleaning routines. (20 Marks)