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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR**  
**FOR THE CERTIFICATE IN HOSPITALITY MANAGEMENT**  
**CHM 204: HOUSEKEEPING THEORY**

Date:

Time:

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

- a) State any five functions of housekeeping department in hotel industry. (4 Marks)
- b) Highlight five attributes of a house keeper in hospitality industry. (4 Marks)
- c) Hygiene is a crucial area in any hospitality industry. Highlight the importance of hygiene in housekeeping department. (4 Marks)
- d) State any five fire-fighting equipment and their uses. (4 Marks)
- e)
  - i) Distinguish between cleaning equipment and cleaning agents. (2 Marks)
  - ii) State four reasons for cleaning a premises. (4 Marks)
- f)
  - i) Highlight on the procedure of removing ink stain in a fabric. (4 Marks)
  - ii) State any four factors to consider when selecting furnishing for a house. (4 Marks)

**QUESTION TWO (20 MARKS)**

- a) List the components of the accommodation department. (4 Marks)
- b) Explain the role of the public health Act in safety. (8 Marks)
- c) Outline safety precautions necessary when carrying out housekeeping operations. (8 Marks)

**QUESTION THREE (20 MARKS)**

- a) Explain any four factors to consider when selecting cleaning equipment and materials. (4 Marks)
- b) Explain the factors that determine the cleaning frequency of a given room. (8 Marks)
- c) Highlight on the steps/ procedure for cleaning wooden surface in a hotel room. (8 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Explain the functions of plants and flowers in interior decoration. (4 Marks)
- b) Highlight on the use and care of a curtains in housekeeping department. (8 Marks)
- c) Explain the security measures which can be applied in hotel industry. (8 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Highlight four ways on how a house keeper can prevent manifestation of pest in hotel. (4 Marks)
- b) Highlight on the daily cleaning of an occupied room in a hotel. (8 Marks)
- c) Explain the principles of interior decoration. (8 Marks)