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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: 12TH APRIL 2024

Time: 2:30PM-4:30PM

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 firefighting 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 Four components of the accommodation department. (4 Marks)
- b) Explain Three role of the public health Act in hygiene. (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 in housekeeping department. (4 Marks)
- b) Explain Four factors that determine the cleaning frequency of a room in institutional department. (8 Marks)
- c) Highlight on the steps/ procedure for cleaning tiled surface in a hotel room. (8 Marks)

QUESTION FOUR (20 MARKS)

- a) Explain Four functions of flowers in interior decoration. (4 Marks)
- b) Highlight on the use and care of a carpets in housekeeping department. (8 Marks)
- c) Explain any Three security measures which can be applied in hotel industry to minimize accidents. (8 Marks)

QUESTION FIVE (20 MARKS)

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