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

Date: 14<sup>TH</sup> APRIL 2023

Time: 2:30PM-4:30PM

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (30 MARKS)**

- a) Outline duties of a housekeeper. (5 Marks)
- b) Highlight members of staff found in a five-star hotel. (5 Marks)
- c) The housekeeping department in any situation stocks different kinds of cleaning agents for different purposes. Highlight these cleaning agents. (5 Marks)
- d) In order to run a hotel efficiently, every housekeeper requires basic and essential equipment. Outline these equipment. (5 Marks)
- e) All cleaning involves the removal of dirt from any surface. Highlight the various types of dirt found in hotels. (5 Marks)
- f) Outline the different kinds of pests found in households. (5 Marks)

**QUESTION TWO (20 MARKS)**

- a) Rats and mice are dangerous since they carry fleas which may carry the deadly disease known as plague. Explain ways in which rats and mice can be controlled. (6 Marks)
- b) Briefly examine attributes of a good housekeeper. (6 Marks)
- c) Explain types of rooms found in a five-star hotel. (8 Marks)

**QUESTION THREE (20 MARKS)**

- a) Neglected dirt has been known to be a cause of endless health problems affects the appearance of many surfaces in hotels. Explore reasons for dirt removal. (6 Marks)
- b) There are certain factors that need special consideration before purchasing any type of equipment for use in a hotel. Explain these factors. (6 Marks)
- c) A neat and attractive bed can be produced by adopting a systematic method of making it. Describe the steps in the making of a bed. (8 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Explain safety precautions necessary when carrying out housekeeping operations. (6 Marks)
- b) Examine the causes of fire in the housekeeping department. (6 Marks)
- c) Vacuum cleaners are used for cleaning large areas when time is a constraint. Explain points to remember when purchasing a vacuum cleaner. (8 Marks)

**QUESTION FIVE (20 MARKS)**

- a) The toilet is one of the key areas in housekeeping. Describe steps in cleaning a toilet. (6 Marks)
- b) Explain points to remember when choosing a detergent. (6 Marks)
- c) Hygiene refers to the set of practices associated with the preservation of health and healthy living. Examine the importance of personal hygiene. (8 Marks)