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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FOR THE CERTIFICATE IN HOSPITALITY MANAGEMENT
CHM 204- HOUSEKEEPING

Date: 8th December 2022
Time: 2:30pm-4:30pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Outline five attributes of a housekeeper. (5 Marks)
- b) Outline five common infections in housekeeping. (5 Marks)
- c) Highlight five causes of personal injury which may occur in the housekeeping department. (5 Marks)
- d) Outline five cleaning equipment used in housekeeping. (5 Marks)
- e) Highlight five cleaning agents. (5 Marks)
- f) Outline five supplies that a room maid should supply to a guest room on a daily basis. (5 Marks)

QUESTION TWO (20 MARKS)

- a) Distinguish between fixed dirt and a stain. (6 Marks)
- b) Explain three ways in which accidents may be prevented in the housekeeping department. (6 Marks)
- c) Explain eight steps to be followed in the making of a bed. (8 Marks)

QUESTION THREE (20 MARKS)

- a) Describe three reasons for dirt removal. (6 Marks)
- b) Explain three causes of fire in the housekeeping department. (6 Marks)
- c) Explain four points to remember when sweeping. (8 Marks)

QUESTION FOUR (20 MARKS)

- a) Explain three factors to consider in the selection of cleaning methods. (6 Marks)
- b) Distinguish between daily, weekly and special cleaning. (6 Marks)
- c) Explain four points to remember when purchasing a vacuum cleaner. (8 Marks)

QUESTION FIVE (20 MARKS)

- a) Identify three points that should be kept in mind while choosing a detergent. (6 Marks)
- b) Explain three methods of cleaning. (6 Marks)
- c) Explain four steps in the cleaning of a toilet. (8 Marks)