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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FOR THE CERTIFICATE IN HOSPITALITY MANAGEMENT
CHM 206 - LAUNDRY

Date: April, 2022.
Time: 11.00 am-

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) State five properties of a wool fabric (5 Marks)
- b) Highlight five quality of a good laundry detergent (5 Marks)
- c) Describe five ways of stain identification (5 Marks)
- d) Identify any five records obtain in a laundry room (5 Marks)
- e) State five disadvantages of boiling garments during laundry process (5 Marks)
- f) Identify five equipment used in the laundry holding area (5Marks)

QUESTION TWO (20 MARKS)

- a) Explain one use each, of five agents in cleaning (10 Marks)
- b) Explain 5 operational control measures during the laundry process (10 Marks)

QUESTION THREE (20 MARKS)

- a) Discuss two duties each, of the five members of the laundry team (10 Marks)
- b) Explain the following terms as used in laundry cleaning
 - i) Supervisor (2 Marks)
 - ii) Duty roster (2 Marks)
 - iii) Team cleaning (2 Marks)
 - iv) Job procedures (2 Marks)
 - v) Job card (2 Marks)

QUESTION FOUR (20 MARKS)

- a) Explain five hazards a laundry personnel is exposed to in a line of duty (10 Marks)
- b) Explain five factors to include during briefing in laundry process (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Explain the laundry process on a cotton baby rompers under the following headings
 - i) Recording (2 Marks)
 - ii) Equipment to be used (2 Marks)
 - iii) Agents (2 Marks)
 - iv) Finishing (2 Marks)
 - v) Dispatch (2 Marks)
- b) Explain five factors which determine the number of laundry staff to be hired (10 Marks)