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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: April, 2022.
Time: 11.00 am-

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) In a large hotel, the housekeeper will have responsibility for many staff.
- i) Construct an organization chart for a housekeeping department in a large hotel. (10 Marks)
- ii) Highlight SIX duties of a head housekeeper. (6 Marks)
- b) As well as organizing the work of the department, the housekeeper may also be responsible for recruitment of new staff list FIVE equalities of a good housekeeping staff. (5 Marks)
- c) Outline the care and cleaning of a blanket. (5 Marks)
- d) Identify FOUR faces of linen control. (4 Marks)

QUESTION TWO (20 MARKS)

A good laundry is important to any establishment due to the high cost of caring for linens.

- a) Describe the correct method of laundering table cloth. (4 Marks)
- b) Explain three advantages of an in-house laundry. (6 Marks)
- c) Highlight the steps of dry-cleaning process. (10 Marks)

QUESTION THREE (20 MARKS)

- a) Discuss advantages and disadvantages of using carpet as a floor covering. (10 Marks)
- b) Compile a list of duties that a housekeeper may carry out as part of his/her day-to-day activities. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Describe how the life of curtains may be improved by care and cleaning. (10 Marks)
- b) Describe the procedure of cleaning a guest room. (10 Marks)

QUESTION THREE (20 MARKS)

- a) Describe some commonly used manual cleaning equipment in housekeeping department. (10 Marks)
- b) Explain the standard operation procedures for entering a guest's room. (10 Marks)