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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2018/2019 ACADEMIC YEAR
DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT

DHM 1605 – HOUSE KEEPING I

Date: 11th April, 2018
Time: 8.30am –10.30Am

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

Define the following terms

(10 Marks)

- a) Stain
- b) Detergent
- c) Grand master key
- d) Dirt
- e) Dust

Outline the major causes of falls in housekeeping department

- a) State the procedure in case of fire in an establishment (5 Marks)
- b) Outline the information that should be recorded in the accident book (5 Marks)
- c) Enumerate way in which we can prevent accidents in the housekeeping department (5 Marks)

QUESTION TWO (20 MARKS)

Clean Environment is vital in all establishments.

- a) State why sweeping and dusting may not be the most efficient and hygienic method of removing dust (5 Marks)
- b) Describe two ways in which dust may be effectively removed (2 Marks)
- c) Distinguish between the following; (8 Marks)
 - i. Dry mops
 - ii. Wet mops
 - iii. Polish application
 - iv. Squeezes
- d) Outline order of work for any area (5 Marks)

QUESTION THREE (20 MARKS)

The linen in any establishment is very high thus proper laundering is very important

- a) Outline five importance of a good laundry (5 Marks)
- b) Describe three equipment in commercial laundry (15 Marks)

QUESTION FOUR (20 MARKS)

- a) Discuss the duties of a linen keeper (16 Marks)
- b) Outline six qualities of a good linen room (4 Marks)

QUESTION FIVE (20 MARKS)

The housekeeping department is just one department in any establishment and each department is dependent on others

- a) Discuss how any other four departments co-operate with housekeeping department (16 Marks)
- b) Differentiate between daily, special and spring cleaning (4 Marks)