



MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS

2022/2023 ACADEMIC YEAR

SECOND YEAR FIRST SEMESTER

**SCHOOL OF NATURAL RESOURCES, TOURISM AND
HOSPITALITY MANAGEMENT**

**BACHELOR OF HOTELS AND HOSPITALITY
MANAGEMENT**

COURSE CODE: HHM 2115-1

**COURSE TITLE: HOUSEKEEPING OPERATIONS
MANAGEMENT AND PRACTICE**

DATE: 13TH DECEMBER, 2022

TIME: 1100-1300

INSTRUCTIONS TO CANDIDATES

Answer **ALL** questions in section A and any other **Two** in section B.
This paper consists of 2 printed pages. Please turn over

SECTION A: COMPULSORY

QUESTION ONE:

(20MARKS)

- a. Explain **FOUR** types of cleaning employed in housekeeping **(2 Marks)**
- b. State and explain **TEN** surfaces that can be found in a hotel and would require cleaning **(5 Marks)**
- c. Describe the relationship between the housekeeping and the following departments **(3 Marks)**
 1. Front office
 2. Food and beverage
 3. Maintenance
- d. Hotels are accommodation operations, explain **FIVE** types of hotels **(5 Marks)**
- e. Describe **FIVE** ways to ensure proper pest control **(5 Marks)**

SECTION B: (ANSWER ANY TWO)

QUESTION TWO:

- a. Explain **THREE** types of natural ventilation **(6 Marks)**
- b. Explain **FIVE** types of artificial heating used in hotels **(5 Marks)**
- c. State and explain the **FOUR** principles of housekeeping **(4 Marks)**

QUESTION THREE:

- a. Using a diagram, describe the organizational structure of the housekeeping department **(5 Marks)**
- b. Explain the duties and responsibilities of an executive housekeeper **(5 Marks)**
- c. Discuss **TEN** qualities of a professional housekeeping staff **(5 Marks)**

QUESTION FOUR:

- a. Explain the following **TERMS** as used in housekeeping **(5 Marks)**
 - I. SUITE
 - II. LOBBY
 - III. LONGE
 - IV. DESK
 - V. SPA
- b. Explain the following abbreviations as used in housekeeping **(10 Marks)**

I. DND	V. GRA	IX. HRD
II. CI	VI. OOO	X. VIP
III. CO	VII. I	
IV. DNCO	VIII. ACCT	

QUESTION FIVE:

- a. Explain **FIVE** rules to keep in mind while cleaning **(5 Marks)**
- b. Explain the procedure for cleaning a checked out room **(5 Marks)**
- c. State and explain **TEN** manual cleaning equipment's **(5 Marks)**

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