



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATIONS  
2018/2019 ACADEMIC YEAR**

**SECOND YEAR SECOND SEMESTER**

**SCHOOL OF TOURISM AND NATURAL  
RESOURCE MANAGEMENT**

**BACHELOR OF HOTELS AND HOSPITALITY  
MANAGEMENT**

**COURSE CODE: BHM 2204**

**COURSE TITLE: HOUSEKEEPING OPERATIONS  
MANAGEMENT**

**DATE: 11<sup>TH</sup> DECEMBER, 2018**

**TIME: 0830 - 1030 HRS**

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**INSTRUCTIONS TO CANDIDATES**

Answer **ALL** questions in section **A** and any other **THREE** in section **B**.

*This paper consists of 2 printed pages. Please turn over.*

## SECTION A-25 MARKS

### QUESTION ONE

- a.) Explain the terms heating and ventilation systems in hotels (2 Marks)
- b.) Elaborate **SIX** objectives of housekeeping (3 Marks)
- c.) Explain the relationship of **EIGHT** departments in a hotel that work hand in hand with the housekeeping department (4 Marks)
- d.) Explain **EIGHT** room status codes commonly used by the housekeeping department (4 Marks)
- e.) Diagrammatically explain the organizational structure of the housekeeping department of a medium sized hotel (6 Marks)
- f.) Discuss **THREE** types of surfaces and their properties and cleaning procedures as found in accommodation areas (6 Marks)

## SECTION B-45 MARKS

### QUESTION TWO:

- a.) Elaborate **TWO** categories of cleaning equipment's (2 Marks)
- b.) Explain **TEN** qualities of housekeeping staff (5 Marks)
- c.) Explain **FOUR** main principles of housekeeping (8 Marks)

### QUESTION THREE:

- a.) Describe how to clean an occupied room (7 Marks)
- b.) While giving examples, Explain **FOUR** forms of cleaning employed when housekeeping various sections and areas of an accommodation establishment (8 Marks)

### QUESTION FOUR:

- a.) Explain the Standard Operating Procedures for entering a guest room (5 marks)
- b.) Explain the standard bed making procedure (5 marks)
- c.) Explain **FIVE** classes of fires (5 Marks)

### QUESTION FIVE:

- a.) Explain the advantages for having on-site laundry services as opposed to out sourcing laundry services (3 Marks)
- b.) Discuss four laundry equipments and agents commonly used in hotel laundry department (4 Marks)

c.) Using a diagram explain the laundry cycle

(8

Marks) .....END.....  
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