



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

FIRST YEAR SECOND SEMESTER EXAMINATION FOR

CERTIFICATE IN HOSPITALITY AND TOURISM MANAGEMENT

CHTO 019: HOUSEKEEPING THEORY

DATE: 15/4/2019

TIME: 8.30-10.30 AM

INSTRUCTIONS

ANSWER ALL QUESTIONS IN SECTION A AND ANY TWO IN SECTION B

SECTION A: (30 MARKS)

1. a) Define the following terms as applied in Housekeeping in hospitality Industry.
 - i. Accommodation
 - ii. Accommodation operations
 - iii. Safety
 - iv. Security
 - v. Hygiene (5 marks)
- b) Explain THREE frequencies of cleaning organized by the housekeeper in housekeeping department. (6 marks)
- c) Highlight any FIVE personal hygiene practices required in Housekeeping Department. (5 marks)
- d) Highlight four guidelines to follow when handling syringes and razors in accommodation establishment. (4 marks)
- e) State FIVE safety rules applied in the housekeeping department in hospitality industry. (5 marks)

- f) Outline any FIVE safety measures during operations in an establishment. (5 marks)

SECTION B

2. a) Outline at least five attributes of the housekeeper. (5 marks)
b) Outline five housekeeper`s work in an establishment. (5 marks)
c) Explain five aims of housekeeper in accommodation establishment. (5 marks)
3. a) Outline five duties of Guest Room Attendant in a hotel. (5 marks)
b) Identify at least five problems that GRA need to report promptly to the housekeeper. (5 marks)
c) Outline four ways showing how to take care of keys bearing in mind that the loss of a floor master key and grandmaster key can be a great security risk. (4 marks)
d) Explain three problems which the maid may encounter in the course of work in an establishment. (6 marks)
4. a) Mention Five purposes of cleaning agents. (5 marks)
b) Identify Five cleaning agents in an establishment. (5 marks)
c) Explain five points to consider when buying cleaning agents. (10 marks)
5. a) Equipment are expensive, their selection is of outmost important. Explain five factors to consider when purchasing the equipment. (10 marks)
b) Explain five rules to follow when storing equipment in an establishment. (10 marks)