



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

FIRST YEAR SECOND SEMESTER EXAMINATION FOR

DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT

DHTM 017: LAUNDRY OPERATION

DATE: 24/4/2019

TIME: 11.00-1.00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

1.
 - a) Define the following terms
 - i. Dry Cleaning
 - ii. On-Premises Laundry
 - iii. Off-Premises Laundry
 - iv. Stain
 - v. Hydro-Extraction (10 marks)
 - b) State FIVE principles used in stain removal in the laundry (5 marks)
 - c) List down some of the most frequently used finishing equipment (5 marks)
 - d) Explain FIVE rules to observe in stain removal (10 marks)
2.
 - a) With the aid of a diagram illustrate FIVE examples of international care labeling code used while laundering textiles (10 marks)
 - b) Explain FIVE reasons why processing linen for laundering as quickly as possible is necessary on arrival (10 marks)
3.
 - a) Differentiate between Tunnel washers and Tumble dryer machine (4 marks)

- b) Highlight SIX advantages of on-premises laundry (6 marks)
- c) Explain FIVE advantages of using bar-soaps detergents for laundry (10 marks)
- 4. a) State the appropriate stain removal for the following stains
 - i. Grease
 - ii. lipstick
 - iii. ballpoint ink
 - iv. nail polish
 - v. perspiration (10 marks)
- b) Explain factors that needs to be considered while washing (10 marks)
- 5. a) Explain any FIVE laundry agent used while laundry clothes (10 marks)
- b) State THREE important of starching clothes (6 marks)
- c) Highlight FOUR factors to consider while purchasing laundry equipment (4 marks)