



MACHAKOS UNIVERSITY

University Examinations 2019/2020 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

THIRD YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE IN HOSPITALITY AND TOURISM MANAGEMENT

BHT 319-3 ACCOMODATION OPERATIONS (THEORY)

DATE: 6/12/2019

TIME: 8.30-10.30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (30 MARKS)

- a) Explain five factors to consider in choice of cleaning agents. (10 marks)
- b) Explain the importance of cleaning (2 marks)
- c) Differentiate between the following housekeeping terms: (3 marks each)
 - i. Dry dusting and damp dusting;
 - ii. Brushing and vacuuming
 - iii. Sweeping and mopping
 - iv. Polishing and buffing
 - v. Daily clearing and weekly clearing.
- d) Give three basic principles of cleaning in a hotel housekeeping department (3 marks)

QUESTION TWO (20 MARKS)

- a) Describe the duties of a cloakroom attendant (10 marks)
- b) Discuss five reasons why the housekeeping department cannot be effective in isolation. (10 marks)

QUESTION THREE (20 MARKS)

- a) You are the executive housekeeper of a guest house which is experiencing losses and damage. Explain six control procedures applied to reduce the number of losses and damage of linen. (12 marks)
- b) Discuss four points on the importance of sorting articles before washing. (8 marks)

QUESTION FOUR (20 MARKS)

- a) Explain the tasks involved in deep cleaning of a guest room (15 marks)
- b) Explain the importance of reports in housekeeping (5 marks)

QUESTION FIVE (20 MARKS)

Discuss any four standards of cleaning that may be imposed in housekeeping operations