



MACHAKOS UNIVERSITY

University Examinations 2023/2024

DIRECTORATE OF TVET

DEPARTMENT HOSPITALITY MANAGEMENT

FIRST YEAR FIRST TERM EXAMINATION FOR

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT-

MODULE I

UNIT CODE:.....: HOUSE KEEPING THEORY

DATE:

TIME:

INSTRUCTIONS

Answer Question One and Any Other Two Questions

SECTION (A) COMPULSORY (30 MARKS)

QUESTION ONE (30 MARKS)

- a) Define the following operational terms
- Hazardous Waste
- Hygiene
- Housekeeping
- .
- (3 marks)
- b) Highlight five objectives of housekeeping department. (5 marks)
- c) State six attributes of a housekeeper. (3 marks)
- d) Highlight the importance of hygiene in housekeeping. (4 marks)
- e) List any five main tasks carried out in a daily cleaning of a guest room by a room steward. (5mks)
- f) State two reasons why a room steward should observe safety during operations (2mks)

- g). Explain the following methods of managing waste ;
- i. Incineration (2mks)
 - ii. Biological Reprocessing (2mks)
- h). Explain the role of the Public Health Act in hygiene (4mks)

SECTION (B) (20 MARKS EACH)ANSWER ANY TWO QUESTIONS

QUESTION TWO (20 MARKS)

- a) Identify any five accommodation areas (5mks)
- b) As new executive housekeeper in Gilian Hotel, advise management on the selection of floor coverings for their new hotel facility. (10 marks)
- c) Identify five areas where dustbins would be strategically placed in the hotel for easy collection of waste. (5mks)

QUESTION THREE (20 MARKS)

- a) As a newly employed executive housekeeper in XYZ Hotel, give guidelines in these two areas
 - i) Storage of hazardous waste (5mks)
 - ii) Disposal of hazardous waste (5mks)
- b) Explain the following ways of managing pests
 - i) Biological pest control (5mks)
 - ii) Temperature control (5mks)

QUESTION FOUR (20 MARKS)

- a) Under the Health & Safety Act, explain the duties of employers in regard to safety (8mks)
- b) Many injuries are caused by poor work habits. Highlight six tips that can correct this. (6mks)
- c) Explain three classes of fire common in hotels (6mks)

QUESTION FIVE (20 MARKS)

- a) Differentiate between these equipments
 - i) Static mops and disposable mops.(4mks)
 - ii) Squeegee and sponge mops.(4mks)
 - iii) Rags and dusters.(4mks)
- b) Describe the care and cleaning of the following
 - i) Floor cloths (3 mks)
 - ii) Rags and polishing cloths (3 mks)
- c) Identify five points to consider when purchasing a vacuum cleaner. (5mks)