



MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)
University Examinations for 2015/2016 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

**FIRST SEMESTER EXAMINATION FOR DIPLOMA IN HOSPITALITY AND
TOURISM**

DHTM 017: LAUNDRY OPERATIONS

DATE: 9/8/2016

TIME: 8:30 – 10:30 AM

INSTRUCTIONS

- This paper consist of two section (**A&B**)
- Section A is **COMPULSORY**
- Attempt any two question from section B

SECTION A (30 MARKS ANSWER ALL THE QUESTION

1. a) Define the following terms (6 marks)
 - i. laundry
 - ii. spot cleaning
 - iii. stain
- b) State four advantage of dry cleaning (4 marks)
- c) List three uses of fabric conditioners (3 marks)
- d) Name four properties of a good laundry soap (4 marks)
- e) State three reasons for laundering clothes (3 marks)
- f) Describe three types of laundry systems (6 marks)

- g) Give four desirable qualities of cotton that makes its use popular in hospitals (4 marks)

SECTION B 40 MARKS ANSWER ANY TWO QUESTION)

2. a) Discuss five points on choice, use and care of an electric iron box. (10 marks)
b) Explain five special treatments which can be done to certain fibers before drying of the garments (10 marks)
3. a) Explain four substances added to soap and soapless detergents (8 marks)
b) Describe four methods of disinfection in laundry (12 marks)
4. a) Using a clearly labelled table, classify textile fibres into their appropriate Categories giving examples in each case (10 marks)
b) Describe five laundry processes that would harm woolen fibers during laundry (10 marks)
5. a) Using clear diagrams indicate international care labels for the following (10 marks)
i. drip dry
ii. use a hot iron
iii. dry clean
iv. do not use household bleach
v. tumble dry
b) Explain briefly the linen procedures (10 marks)