



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 026: HOUSEKEEPING LAB

DATE: 24/4/2019

TIME: 8.30-10.30 AM

INSTRUCTIONS

This paper consist of TWO sections A and B

Answer All Questions in Section A And Any Two In Section B

SECTION A: COMPULSORY - (30 MARKS)

1. a) Define the following terms as applied in housekeeping department.
 - i. Cleaning
 - ii. Dirt
 - iii. Dust (6 marks)
 - iv. Daily cleaning
 - v. Weekly cleaning
 - vi. Special/periodic cleaning
- b) Explain any **five** guidelines to be followed by GRA when servicing a guestroom. (10 marks)
- c) The following are some of the cleaning methods employed by GRA during the cleaning process.
 - i. Define the cleaning method. (2 mark)

- ii. Outline the equipment and materials needed. (6 marks)
 - I. Dry dusting.
 - II. Damp dusting.
- d) Outline any **SIX** areas that are overlooked during cleaning. (6 marks)

SECTION B: Answer any TWO Questions

- 2.
 - a) Explain any **five** safety measures to be taken by room steward/maid during operations in housekeeping department. (10 marks)
 - b) Outline any **five** safety hazard and causes of personal injury which may occur in the accommodation establishment. (5 marks)
 - c) Highlight any **five** practices which help eliminate accidental injuries and Prevent fires in housekeeping department. (5 marks)
- 3.
 - a) Explain the **three** category of room status classification in hotel, housekeeping department. (6 marks)
 - b) Explain any **seven** room status codes as applied in Housekeeping Department in the Hospitality and Tourism Industry. (14 marks)
- 4.
 - a) Explain any **five** principles of cleaning in accommodation establishment. (10 marks)
 - b) Explain any **five** safety measures to be taken by room steward/maid during operations in housekeeping department. (10 marks)
- 5.
 - a) State **eleven** points to consider when Mopping a floor (11 marks)
 - b) Explain three types of cleaning systems in accommodation operations (3 marks)
 - c) Highlight advantage and disadvantage of each type of cleaning systems (6 marks)