



# **GRETSA UNIVERSITY - THIKA**

## **UNIVERSITY EXAMINATIONS JANUARY - APRIL 2017 SEMESTER**

### **BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT**

**COURSE CODE: BSHM 300**

**COURSE TITLE: HOUSEKEEPING AND LAUNDRY MANAGEMENT**

**DATE: 5 APRIL 2017**

**TIME: 8.00 PM – 11.00 PM**

#### **INSTRUCTIONS TO CANDIDATES**

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

**CAUTION:** All exam rooms are under CCTV surveillance during the examination period.

## **SECTION A: COMPULSORY QUESTIONS [40 MARKS]**

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### **Case Study: 'Mismanage or Mrs. Manage'**

The King's Hotel caters mainly for the business and conference market. Occupancy levels can vary considerably from week to week and day to day and are difficult to predict exactly.

The executive housekeeper is in her fifties. She has worked in the hotel for ten years and has been in her present job for five years. She has no vocational qualifications and has never worked in any department other than housekeeping. The aspects of her work that she likes the most are 'looking after her staff and dealing with staff problems'. She is less confident about the budgeting, control and paperwork aspects of her job.

All the room attendants work fulltime. They are expected to clean 16 rooms each day and are paid per room. A supervisor who is responsible for returning rooms to reception checks each room. If the hotel is full or one of the two maids ring in sick, supervisors have to clean the rooms. On the other hand, if occupancy levels are lower than forecast and the department is overstaffed, the executive housekeeper will try to meet her staffing budget by encouraging staff to take holidays or go on training courses. At these times room attendants may only be required to clean 14 rooms, but even though this means losing money, they don't seem to mind, as they find it extremely tiring to clean 16.

It is difficult to attract and retain room attendants because the hotel is situated close to an airport where much better paid cleaning jobs are available. Staff working in other areas of the hotel is unwilling to help out if the department is short staffed and are not sufficiently trained to do so as it takes one month to train a room attendant to the required standard.

The prince hotel is in the same chain as King's. It is slightly smaller but has a similar market. The executive housekeeper is in her twenties, has catering college qualifications and is ambitious to become a general manager. Here, only eight of the room attendants in the hotel are fulltime. The rest are part time; they work two days a week and agree to wait by the phone on other days up to 10 a.m. in case they are required. Labour turnover is low. Staff and supervisors do not mind changing jobs and opportunities are provided for those interested to move to other jobs for variety and to improve their long-term job prospects.

The room attendants have been given more control and responsibility for their work. They now check their own rooms and return them to the reception.

**[Source: Principles of Front Office Operations (2000)]**

- a) Based on the above case, answer questions (i) and (ii) below.
- (i) To what extent is the executive housekeeper to blame for the department's mismanagement? [10]
- (ii) Advise the hotel's senior level management on what to do to encourage standardization within the housekeeping departments in the two hotels? [10]
- b) Describe how a detergent works [10]
- c) Explain how an executive housekeeper could handle the following cases:
- (i) A guest complaining of his cloths that shrunk during the laundering process in the hotel. [2]
- (ii) A guest requesting for a room change [2]
- (iii) Slow laundry procedures [2]
- (iv) A guest whose clothes have been soiled by a waiter in a restaurant. [2]
- (v) A room maid complaining of guests who have deliberately soiled their room and who are asking for their rooms to be cleaned for the third time. [2]

## **SECTION B: ANSWER ANY THREE QUESTIONS (60 MARKS)**

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### ***Question 2***

- a) Differentiate:
- (i) Laundry and dry cleaning [2]
- (ii) A penthouse suite and a cabana [2]
- b) Explain briefly **THREE** soft furnishings used in hotels. [6]
- c) Some cleaning agents could be harmful to the user and to the surfaces being cleaned. By citing relevant examples, describe **FIVE** such harmful detergents and what precaution the user should apply. [10]

### ***Question 3***

- a) One VIP guest in Mkomani hotel noted brownish, yellowish and black spots on the walls of his room and bloodstains on his bed linen. The room was also stinking. He later called the office of the executive housekeeper and complained of infestation of pests in his room.
- (i) Identify the type of pest that could have infested the room and explain how it could have been eradicated. [5]
- (ii) Who failed in their responsibilities? Discuss. [5]
- b) The housekeeper will need to keep certain records in order to aid memory, to aid co-operation between departments, to improve efficiency and to make it easier should

someone have to take up the job. Examine **FIVE** inventory records that she should keep in her department. [10]

**Question 4**

- a) Highlight the importance of the following agents in cleaning.
  - (i) Disinfectants [1]
  - (ii) Antiseptics [1]
  - (iii) Deodorants [1]
  - (iv) Enzymes [1]
- b) Discuss **THREE** mechanical cleaning equipment. [6]
- c) The housekeeper will need to keep certain records in order to aid memory, to aid co-operation between departments, to improve efficiency and to make it easier should someone have to take up the job. Examine **FIVE** inventory records that she should keep in her department. [10]

**Question 5**

- a) Explain the following terms as used in the housekeeping department:
  - (i) Shampooing [1]
  - (ii) Stripping [1]
  - (iii) Buffing [1]
  - (iv) Suction cleaning [1]
- b) Evaluate **THREE** limitations of metal keys in comparison with keyless lock systems. [6]
- c) The housekeeping department has a major role to play in helping the hotel achieve its strategic goals. By citing relevant examples, discuss **FIVE** such goals and how the department would help to achieve them. [10]