



GRETSA UNIVERSITY - THIKA

**UNIVERSITY EXAMINATIONS
MAY - AUGUST 2018 SEMESTER**

**BACHELOR OF SCIENCE IN HOSPITALITY
MANAGEMENT**

COURSE CODE: BSHM 300

COURSE TITLE: HOUSEKEEPING & LAUNDRY MANAGEMENT

DATE: 6 AUGUST 2018

TIME: 11.30 AM – 2.30 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

Question One

Case study scenario

Hughes Distributing Company, a southwestern distributor of health and beauty supplies is faced with a housekeeping problem in their receiving areas. On several visits to these departments, the plant engineer has found them cluttered with trash and empty cardboard shipping cartons. An examination of the receiving operations indicates that when a large shipment of material is received the items are removed from their shipping cartons and placed on racks. The empty cartons and packing materials are left on the floor. Periodically, or when the order unpackers cannot move, someone flattens and stacks these refuse materials.

(Source: Lecturer)

Required:

- a) In reference to the above case, suggest a method for reducing or eliminating this housekeeping problem. [10 marks]
- b) Housekeeping department holds the responsibility of cleaning, maintenance and admirable upkeep of the hotel. Discuss **FIVE** main functions of housekeeping. [10 marks]
- c) With the aid of a diagram, enumerate the organizational hierarchy of the housekeeping department in a large hotel using **THREE** points. [10 marks]
- d) Discuss **FIVE** selections of cleaning agents. [10 marks]

SECTION B: ANSWER ANY THREE QUESTIONS

Question Two

- a) Write short notes on the following:
 - (i) Recruitment of staff [2 marks]
 - (ii) Record keeping [2 marks]
 - (iii) Cleaning Agents [2 marks]
- b) 'When any surface is wiped with a piece of dry cloth, it carries the loose dust with it'.
Discuss **FOUR** ways of dusting. [4 marks]
- c) Brushes are classified on basis of their function. State and Explain **FIVE** of them. [10 marks]

Question Three

a) Write short notes for the following:-

(i) Adjustable bed [2 marks]

(ii) Vibrating bed [2 marks]

(iii) Futon [2 marks]

(iv) Roll-away bed [2 marks]

(v) Waterbed [2 marks]

b) Explain **FIVE** activities done in the linen room. [10 marks]

Question Four

a) Fill in the blanks below: [4 marks]

Stain	Stain removal agent
Tar	
	Hot weak potassium permanganate solution followed by a weak acid or hydrogen peroxide.

b) Appraise **TWO** ways in controlling of lizards. [4 marks]

c) With the aid of diagram, discuss the process of laundering using **FIVE** points. [12 marks]

Question Five

a) State and Explain **FIVE** toxicants used for space sprays. [10 marks]

b) A security officer in a hotel moves inconspicuously among the guests and is responsible for the arrangements of various agendas in the hotel. Explain **FIVE** of them. [10 marks]