GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS

JANUARY – APRIL 2026 SEMESTER

BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT/BACHELOR OF SCIENCE IN HOSPITALITY & TOURISM MANAGEMENT (HOSPITALITY OPTION)

COURSE CODE: BSHM 300/BSH0 300

COURSE TITLE: HOUSEKEEPING & LAUNDRY MANAGEMENT

DATE: 08 APRIL 2026 **TIME: 2 HOURS**

INSTRUCTIONS TO CANDIDATES

1. SECTION A IS **COMPULSORY.**
2. SECTION B: ANSWER ANY OTHER **TWO** 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: Sunrise Grand Hotel

Sunrise Grand Hotel is a four-star property in Nakuru serving both business and leisure guests. Recently, the hotel has experienced an increase in guest complaints related to poor room cleanliness, delays in room readiness during peak check-in periods, misplaced guest laundry, and inconsistent cleanliness of public areas. These challenges have begun to affect guest satisfaction and the hotel's overall image.

An internal review revealed that the housekeeping control desk is poorly coordinated and fails to function effectively as the central communication point. Information on room status, guest requests, and maintenance issues is not consistently recorded or relayed to floor supervisors, resulting in delayed servicing of rooms and inefficient task allocation.

The review further identified weaknesses in linen and laundry management. Linen control records are incomplete, stocktaking is irregular, and guest laundry handling lacks proper documentation. These gaps have caused linen shortages, delayed laundry services, and occasional loss or misplacement of guest items.

In addition, room inspection procedures are inconsistently applied. Supervisors do not regularly use inspection checklists, leading to rooms being released for sale without thorough checks. Staff briefing and debriefing sessions are also rarely conducted, leaving employees unclear about daily priorities, special requests, and expected service standards.

Security concerns were also noted due to loosely enforced key control procedures. Inadequate monitoring of master keys and poor record-keeping increase the risk of unauthorized access and guest property loss. In response, the General Manager has requested a comprehensive housekeeping operations review to improve coordination, accountability, service quality, and guest satisfaction.

Source: Lecturer

a) Explain **five** operational problems related to housekeeping control desk functions evident in this scenario. **[10 Marks]**

b) Describe **five** weaknesses in linen management that may contribute to the challenges faced by the hotel. **[10 Marks]**

c) Propose **five** practical strategies the Executive Housekeeper can implement to improve service quality. **[10 Marks]**

SECTION B: ANSWER ANY THREE QUESTIONS

Question Two

a) Explain **five** roles of the housekeeping department in enhancing a hotel's image **[10 Marks]**

b) Describe **five** responsibilities of the Executive Housekeeper in managing housekeeping staff and resources. **[10 Marks]**

Question three

a) Explain **five** types of registers maintained at the housekeeping control desk. **[10 Marks]**

b) Explain **five** key security risks associated with poor key control in hotels. **[10 Marks]**

Question Four

a) Describe **five** areas commonly referred to as the "dirty dozen" in guestroom cleaning. **[10 Marks]**

b) Explain **five** challenges associated with maintaining cleanliness in high-traffic public areas. **[10 Marks]**

Question five

a) Explain **five** reasons why staff briefing and debriefing are important in housekeeping. **[10 Marks]**

b) Describe **five** elements of interior design applied in hotel housekeeping. **[10 Marks]**