



Scott Christian UNIVERSITY

SCHOOL OF PROFESSIONAL STUDIES

BACHELOR OF HOSPITALITY AND TOURISM MANAGEMENT

UNIT CODE/NAME: BHM 221 PRINCIPLES OF HOUSEKEEPING AND LAUNDRY

September- December 2019/2020 End Semester Exam

- Time: 2 Hours

Instructions: Answer Question ONE (Compulsory) and any other TWO questions.

QUESTION ONE

- a) Define the following terms as used in housekeeping and laundry (8 Marks)
 - i) Dado
 - ii) Green practices
 - iii) Triad
 - iv) Sleeper
- b) Identify the main duties of the executive housekeeper in a five star hotel. (5 Marks)
- c) Mention seven considerations to make in selection of floorings (7 Marks)
- d) Identify four considerations that the housekeeper should make when preparing a budget for the department (4 Marks)
- e) Hotels must always be kept in high standards of cleanliness. This is only possible through proper planning for cleaning routines. State three of the cleaning routines (6 Marks)

QUESTION TWO

- a) Differentiate natural fibers from manmade fibers clearly highlighting features of each fiber (10 Marks)
- b) Hotel safety is highly valued by guests. Identify five possible safety related occurrences in a hotel (5 Marks)

QUESTION THREE

- a) Define housekeeping and state its role in the success of any hospitality outlet (6 Marks)
- b) Identify four major duties of a floor supervisor in a five star hotel (4 Marks)
- c) Operational emergencies can occur any time in a hotel. Mention any five emergencies (5 Marks)

QUESTION FOUR

- a) State the importance of a good laundry and dry cleaning plant in any hotel (5 Marks)
- b) Discuss stain removal in the hotel laundry and dry cleaning plant (5 Marks)
- c) Most pests are very destructive to fabrics. Identify five pests that can be found in a hotel or any other hospitality establishment due to poor housekeeping management (5 Marks)

QUESTION FIVE

- a) Discuss three considerations to make in decoration of any room (9 Marks)
- b) Identify six emerging trends in housekeeping (6 Marks)