



Scott Christian UNIVERSITY

SCHOOL OF PROFESSIONAL STUDIES

BACHELOR OF HOSPITALITY AND TOURISM MANAGEMENT

UNIT CODE/NAME: BHM 308: HOUSEKEEPING AND LAUNDRY SUPERVISION

September- December 2019/2020 End Semester Exam

- Time: 2 Hours

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

QUESTION ONE

- a) Laundry and dry cleaning is an essential department in any hotel. Clearly state the flow of items in the laundry and dry cleaning plant from the time the items are received until they are issued back to the user giving reasons for major actions undertaken at each section
(12 Marks)
- b) Professional housekeeping calls for strict adherence to specific principles. Discuss
(7 Marks)
- c) Identify essentials of professional housekeeping supervision
(5 Marks)
- d) As a senior supervisor of a chain hotel operating in Kenya, you have noticed that guest complaints have increased due to staff commissions and omissions that can easily be avoided. The executive housekeeper has asked you to carry out refresher training to remind the housekeeping staff on housekeeping rules. State any six of the most important rules
(6 Marks)

QUESTION TWO

- a) As a newly employed executive housekeeper in a five star hotel, you found that the department has been operating without supervisors. On requesting the human resource manager to employ at least one supervisor, you have been asked to furnish the human resource office with the following information
 - i) The basic skills that the supervisor should possess
(3 Marks)
 - ii) The importance of the skills clearly showing the skill that is most important and the one that is least important for supervisors and why the supervisor should possess them
(6 Marks)
 - iii) Define standard operating procedure (SOP) and clearly identify the importance of SOP in any hospitality establishment
(6 Marks)

QUESTION THREE

- a) Any housekeeping supervisor must understand the importance of room inspection checklist. Discuss and draw a sample check list
(9 Marks)

- b) Professional housekeeping requires attention to detail. Identify the requirements of a guest room supervisor and the items he/she must have when inspecting guest rooms

(6 Marks)

QUESTION FOUR

- a) Outline the functions of the following hotel departments

(12 Marks)

- i) Human resource
- ii) Front office
- iii) Maintenance

- b) Discuss hotel Occupational Health and Safety (OHS)

(3 Marks)

QUESTION FIVE

- a) Differentiate purchasing from inventory control

(4 Marks)

- b) Identify six considerations to make when purchasing any housekeeping and laundry equipment

(6 Marks)

- c) Define hotel pilferage and state three examples of pilferage in the housekeeping department

(5 Marks)