



MACHAKOS UNIVERSITY

University Examinations 2021/2022

DEPARTMENT HOSPITALITY MANAGEMENT
FIRST YEAR FIRST TERM EXAMINATION FOR
DIPLOMA IN CATERING AND ACCOMMODATION MODULE I
HOUSEKEEPING THEORY

DATE:

TIME:

INSTRUCTIONS

Answer question one and any other three questions:

SECTION A(COMPULSORY)40 MKS

1. Define the following terms: (10 marks)
 - i) Solvent
 - ii) Hygiene
 - iii) Lobby
 - iv) Housekeeping
 - v) Cabana
- b) Name FIVE liquid cleaning agents. (5 marks)
- c) List FIVE types of brushes. (5 marks)
- d) Highlight TWELVE types of guest rooms. (6 marks)
- e) Differentiate between a departure room and a clear room. (5 marks)
- f) Identify TEN guest room supplies (5 marks)
- g) State FOUR mechanical cleaning equipment (4 marks)

SECTION B(ATTEMPT ANY THREE)60MKS

2. a) Explain FIVE factors to consider in selection of cleaning equipment. (10 marks)
- b) Explain FIVE importance of housekeeping. (10 marks)

3. a) Describe the relationship between housekeeping and other departments (4 marks)
- b) Explain THREE types of soft furnishings. (6 marks)
4. a) Explain FIVE functions of housekeeping department. (10 marks)
- b) Describe any FIVE types of cleaning agents. (10 marks)
5. a) Explain FIVE factors to consider in selection of cleaning agents. (10 marks)
- b) Highlight the guidelines to observe during storage of cleaning equipment. (10 marks)