



UNIVERSITY OF EDUCATION, WINNEBA- KUMASI  
DEPARTMENT OF HOSPITALITY AND TOURISM EDUCATION  
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INDEX NUMBER ..... SIGNATURE .....

PAPER CODE	HOS 121
PAPER TITLE	HOUSEKEEPING OPERATION
DURATION	2 HOURS
LECTURER	MAD. CLAUDIA M. PUMPUNI
INSTRUCTIONS	ANSWER ALL QUESTIONS IN SECTION A AND B ON THE QUESTION PAPER AND SECTION C IN THE ANSWER BOOKLET.

SECTION A  
ANSWER ALL QUESTIONS

1. The following are not coordination between housekeeping department and the front office except
  - a. Reporting to public area supervisor.
  - b. Keeping the parking, lobbies, guest rooms, lifts, and corridors in best maintained status.
  - c. Keeping these areas smelling fresh and clean.
  - d. Information pertaining to budgets of department
2. Closed Circuit Television (CCTV) should be provided to check the movement of everyone in the house is an example of
  - a. Control measure to prevent assault of guest.
  - b. Measure to control stealing in guest room by room maids
  - c. Control of overcrowding in the house
  - d. Control of spy holes for guest
3. Which of the following statement is true about the attributes of a housekeeper....
  - a. Should be strict with regards to punctuality and obeying rules and regulations.
  - b. Should attend to guest in their rooms
  - c. Should be nice to do room services when ordered are the kitchen
  - d. Should not use the standard operating system in the department
4. Performing all the duties towards cleaning, maintaining orderliness, and running a house or a business property is
  - a. Good housekeeping
  - b. Housekeeper
  - c. Housekeeping
  - d. Hotel cleaning

5. The following statements are true about control measure to prevent assault of guest except
  - a. Provision of spy hole on all the doors for guest to look in to find out those who knock on their doors.
  - b. Strong door chain should be provided to prevent strangers from breaking through.
  - c. There should be not clear communication between front office staff (receptionist) and guest before allowing visitors to guest room.
  - d. The entrance doors should be limited and all back doors should be closed for guest safety
6. The key which opens all rooms and the housekeeper cares for it is the.....
  - a. Sub-master key
  - b. Room key
  - c. Master key
7. The purpose of the organizational structure is to
  - a. To give direction to the guest when found lost in a hotel
  - b. To inform customers about the menu for the day
  - c. To give a list of clearing equipment and clearing agents
  - d. To shows the flow of communication from the director to the floor members
8. Transporting linens and other supplies to the housekeeper is done by....
  - a. GRA
  - b. PAA
  - c. Houseman
  - d. Housekeeper
9. What is full meaning of GRA
  - a. Ghana Revenue Authority
  - b. Guest Room Attendant
  - c. Great Room Attendant
  - d. Gents Room Attendant
  - e. Grand master key
10. The following are NOT objective of the housekeeping department except
  - a. To make reservation for the guest
  - b. To order food for the guest before they arrive
  - c. To take care of the furniture, fittings, and fixtures of the entire hotel.
  - d. To welcome guest upon their arrival
11. The orderly arrangement of activities of an organization, so that they systematically contribute collectively to accomplish the goal of the organization is termed as ...
  - a. Systematic structure
  - b. Direct structure
  - c. Arrangement structure
  - d. Organizational structure

12. All the following are personnel under housekeeping department except ...
- Houseman
  - Room attendant
  - Executive Sous chef
  - Public area attendant
13. One of the duties of an executives housekeeper is to
- Training the new joiners and motivate the existing employees
  - Catering for VIP facilities and providing special supplies such as hot drinking water, baby-sitting provision.
  - Ensuring the concerned operating staff is available as per the schedule.
  - Suggesting linen replacements if required
14. A continuing task or responsibility to be performed by a group of people is ...
- Objectives
  - Goals
  - Needs
  - Mission
15. In the organizational structure of housekeeping, the assistant housekeeper reports directly to ....
- Assistant executive housekeeper
  - Executive housekeeper
  - Executive director
  - Executive director of operations
16. Inspecting rooms for readiness and reporting to the front office is a duty of ...
- Room attendant
  - Houseman
  - Floor supervisor
  - Floor attendant
17. Which of the following is NOT one of the basic function of housekeeping in the hospitality industry?
- Taking out trash
  - Making bed
  - Washroom cleaning
  - Answering phone
18. Housekeeping is an operational department in :
- Home
  - Hotel
  - Hospitals
  - Front Office
19. Maintaining polite eye contact while interacting with the hotel guests is an example of an attribute of housekeeping under ...
- Communication skills
  - Honesty
  - Being just, fair and impartial
  - Interpersonal skills



20. A housekeeper is a person who.....

- a. provides a clean bed and breakfast for the customer at the hotel
- b. provide safe and comfort travelling for the customer
- c. provides and services a clean, safe and comfort accommodation to customers
- d. provides water for the customer at the hotel

## SECTION B

### ANSWER ALL QUESTIONS (20 marks)

1. Briefly explain the mission of the housekeeping department [2 marks]
  - a. ....
  - b. ....
2. State four (4) objectives of the housekeeping department [2 marks]
  - a. ....
  - b. ....
  - c. ....
  - d. ....
3. List three duties of the chambermaid's job. [3 marks]
  - a. ....
  - b. ....
  - c. ....
4. State five (5) adverse effects of using hard water. [5 marks]
  - a. ....
  - b. ....
  - c. ....
  - d. ....
  - e. ....
5. Briefly explain the following [5 mark ]
  - a. Dust:.....
  - b. Dirt:.....
  - c. Soiling:.....
  - d. Tarnishes:.....