



UNIVERSITY OF EDUCATION, WINNEBA
COLLEGE OF TECHNOLOGY EDUCATION, KUMASI
DEPARTMENT OF HOSPITALITY AND TOURISM EDUCATION
END OF SECOND SEMESTER EXAMINATIONS
DISTANCE DECEMBER 2015



PAPER CODE	HOS 245
PAPER TITLE	HOUSEKEEPING MANAGEMENT
DURATION	2 ½ HOURS
LECTURER	EVELYN CATHERINE IMPRAIM
INSTRUCTIONS	ANSWER QUESTION ONE (1) AND ANY OTHER TWO

Q1.

- a). Analyse the control system available to minimize loss of linen in housekeeping operation
(16 mks)

Introduction and conclusion (4 mk)

- b). With specific examples, Give (5) five ways in which expenses may be controlled in the housekeeping Department (10 marks)

Q2.

- a) You took over as an executive housekeeper in a hotel, only to find out that , the hotel is plaque with the following pests and insects
- i. Ants (2 mks)
 - ii. Rats and mice (2mks)
 - iii. Bed bugs (2 mks)
 - iv. Flies (2 mks)

How would you credit and save this situation

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b) Identify **three (3)** ways of disposing waste in a hotel

(2 marks each=6 mks)

Introduction and conclusion

(1 mk)

Q3.

- a) Hotels are increasingly opting for contract services and outsourcing to sustain cost-effective housekeeping operations and to ensure that the resources and assets of the property are utilized to the maximum, state **five(5)** each the pros and cons of using external contract services (1/2 mark each= 5mks)
- b) It is essential that you provide the service provider with a clearly defined and detailed specification of the work to be done, how it is to be done and so on. State 10 points that contract specifications should cover? (1/2 mark each= 5mks)

c)

As an executive housekeeper of **BUBU'S INTERNATIONAL HOTEL**. What steps will you follow once you have decided to outsource a particular service for the Hotel?

(Any Ten (10) points)

(1/2 mark each= 5mks)

Q4.

- a) Describe prang's colour system with the help of a colour wheel and its relationship with texture and pattern in an interior decoration (10 mks)
- b) Light has a definite emotional effect and can be very stimulating, thus lighting plays both a functional and aesthetic role in a hotel.
Enumerate five (5) importance of lighting in an establishment

(5mks)

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