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UNIVERSITY OF EDUCATION, WINNEBA
COLLEGE OF TECHNOLOGY EDUCATION, KUMASI
DEPARTMENT OF HOSPITALITY AND TOURISM EDUCATION



END OF SECOND SEMESTER EXAMINATIONS, MAY, 2017

CANDIDATE'S INDEX NUMBER.....DATE.....

PAPER CODE	HOS 121
PAPER TITLE	HOUSEKEEPING OPERATIONS
DURATION	2Hrs
LECTURER	ABENA SEKYERE (MRS)
INSTRUCTION(S)	ANSWER ALL QUESTIONS IN SECTION A AND ANY TWO QUESTIONS IN SECTION B

SECTION A

Answer all questions in this section

- 1) Identify two departments particularly concerned with accommodation
- 2) What is housekeeping?
- 3) Outline the factors that influence the management of accommodation department
- 4) The standard and _____ of housekeeping department plans a large part in the reputation of the establishment
- 5) State two aims of the housekeeper
- 6) State the main difference between a commercial and welfare sectors of the housekeeping management
- 7) Write down any two main types of maintenance in the housekeeping department.
- 8) State two ways of managing dust in the housekeeping department
- 9) Why should public areas be cleaned before breakfast
- 10) What is the difference between daily cleaning and block cleaning?
- 11) Define spring cleaning
- 12) Write down two ways of controlling waste

- 13) State one importance of decoration
- 14) Outline the objectives of cleaning
- 15) How is housekeeping in hospitals different from hotels?
- 16) State two similarities in the areas for which the housekeeper is responsible in all establishments
- 17) State two examples of a supervisory staff and one example of an operational staff
- 18) State three attributes of a housekeeper

SECTION B

Answer *any two* questions from this section

1a) There are certain professional qualities the housekeeping staff is required to possess . State and explain these qualities **(10 marks)**

b) What is the importance of organisational structure to the housekeeping department **(5 marks)**

c) Identify five key staffs in the housekeeping department and state their responsibilities **(5 marks)**

2a) Describe the type of co-operation that exist between the housekeeping department and the following departments:

- (i) Reception
- (ii) Maintenance
- (iii) Restaurant
- (iv) Accounts
- (v) Security **(10 marks)**

b) Good economic planning of the housekeeping department depends on the housekeeper Discuss. **(10 marks)**

3a) (i) State and explain the various activities that linen keepers undertake in the linen room.

(5 marks)

(ii) How best can a house keeper store linen to contribute to its durability? **(5 marks)**

b)(i) What is stock taking? **(2 marks)**

(ii) You are the executive housekeeper in a hotel, describe the technique you will adopt for stock taking of linen to prevent pilfering. **(8 marks)**