

**AKENTEN APPIAH-MENKAH UNIVERSITY OF SKILLS TRAINING AND
ENTREPRENEURIAL DEVELOPMENT
DEPARTMENT OF HOSPITALITY AND TOURISM EDUCATION**

TVET SANDWICH END OF SECOND SEMESTER EXAMINATIONS, (2021)

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

PAPER CODE	HOS 245
PAPER TITLE	HOUSEKEEPING MANAGEMENT
DURATION	2 Hrs
LECTURER(S) NAME(S)	DR. MRS ELLEN LOUISE OLU
INSTRUCTION(S)	ANSWER ALL QUESTIONS IN THIS SECTION

SECTION A

ANSWER ALL QUESTIONS

Choose the correct answer from the alternatives lettered A-D from the following questions.

1. The type of cleaning which is NOT done to remove **dust** ONLY?

- A. Daily Cleaning
- B. Weekly Cleaning
- C. Annual Cleaning
- D. Spring Cleaning

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2. Which of the following is a type of cleaning which involves painting, changing of curtain, furniture and carpet.

- A. Daily Cleaning
- B. Weekly Cleaning
- C. Annual Cleaning
- D. Spring Cleaning

3. All the following are activities that go on in the linen room except.

- A. Collection and Transportation
- B. Sorting and Counting
- C. Packaging
- D. Washing of Linen

4. **One** the following is not an example of linen

- A. Napkins
- B. Tissue
- C. Towels
- D. Curtains

5. **One** of the following is not a disadvantage of 'on premise' laundry

- A. High cost of equipment and maintenance

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- B. It requires more adequate space
 - C. High cost of energy
 - D. Pilferage is reduced
6. All of these area activities of laundering except.....
- A. Collection and Transportation
 - B. Arrival
 - C. Sorting
 - D. Removal
7. The following are ways of managing waste except
- A. Waste should be disposed regularly to avoid accumulation
 - B. Dispose waste in bin with lids
 - C. Throwing waste into rivers
 - D. Sanibins should be disposed by incineration
8. A device which opens a lock is termed as
- A. Key
 - B. Handle
 - C. Door
 - D. Hand
9. How many types of keys do we have in the hotel industry?
- A. One
 - B. Two
 - C. Three
 - D. Four
10. All these include the master key system except
- A. Grandmaster key
 - B. Floor supervisors master key
 - C. Guest room key
 - D. House Keeping Staff Master key
11. All the following are the type of cleaning except.....
- A. Annual cleaning
 - B. Daily cleaning
 - C. Joint cleaning
 - D. Spring cleaning
12. Which of the following is an advantage of on -premises laundry.
- A. Revenue is earned from guest laundry
 - B. It requires more or adequate space
 - C. Higher cost of equipment and maintenance
 - D. It requires technology
13. The following are laundry equipment except
- A. washing machines
 - B. Dryers
 - C. Ironing board
 - D. Bins

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14. The act of collecting all soiled linen and taking them to laundry for washing is termed as.....

- A. Sorting and counting
- B. Collecting and transportation
- C. Packaging
- D. Distribution to units

15. All the following must be considered when planning for efficient linen room except

- A. Lighting and ventilation
- B. Stock-taking and records
- C. Storage
- D. Location

16. A place where all linen are kept is called.....

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- A. Sorting room
- B. Packaging room
- C. Linen room
- D. Collecting room

17.are used to remove moisture from damp linen that have come out from hydro-extractor.

- A. Washing machine
- B. Folding machine
- C. Dryers
- D. Hydro-extractor

18. All the following precautions are used to control the emergency key except

- A. They should be locked in a safe deposit box
- B. Anyone who goes for it must log the date he/she went for it and sign out on returning it.
- C. It should never leave the establishment
- D. Perform annual key audit to know up to date status of all key

19. Which of the following is not a major type of key in the Hospitality establishment?

- A. Housekeeping staff master key
- B. Guest room key
- C. Master key
- D. Emergency key

20. Which of the following type of cleaning consists of team and block cleaning,

- A. Daily cleaning
- B. Weekly cleaning
- C. Spring cleaning
- D. Annual cleaning

21. All the following are fixtures in a guest room except

- A. Air conditioner
- B. Telephone
- C. Windows
- D. Light switch

22. of a fabric depends upon the type of fiber used.

- A. Strength
- B. Shrinkage

C. Laundry

D. Comfort

23. The type of laundry whereby the laundering activities are being carried out outside the establishment is called,

A. Off-campus laundering

B. On-campus laundering

C. Off-premises laundry

D. On-campus premises laundry

24. Grand master key, floor supervisor's master key and housekeeping staff master key can be grouped under,

A. Emergency key

B. Master key

C. Guest room key

D. Control key

25. The act of exchanging soiled linen for fresh linen is termed as.....

A. Sorting and counting

B. One- for -one

C. Collection and transportation

D. Despatch

26. Monogramming is embroidered, printed or embossed on the fabric or linen for easy identification is known as

A. Security

B. Repairs and alteration

C. Stock- taking and record

D. name or logo of the establishment

27. The Master key is **MAMUSTED - LIBRARY**

A. Control key

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B. Emergency key

C. key that opens all guest rooms

D. Housekeeping staff key

28. The process involves using separate containers to collect different waste is known as

A. Segregation

B. Key

C. Control

D. Bio - gas plant

29. The two parts of key are

A. Key and control

B. Metal and key card

C. Blade and bow

D. Shaft and bow

30. A place where the washing and finishing of clothes and other articles are carried out is referred to as

A. Laundering

B. Off - premises laundry

C. Laundry

D. On - campus premises laundry

31. What is the full meaning of OPL

A. On premises laundry

B. Off packaging linen

C. On prepare laundry

D. Out premises laundry

32. Which of the following is not considered as a laundry equipment?

A. Ironing boards

B. Folding machines

C. Washing machines

D. Abrasives

33. How many types of keys is required in the hotel industry.

A. 3

B. 1

C. 2

D. 4

34. All these are advantages of on-premises laundry expect

A. Pilferage is reduced .

B. It requires technically qualified employees.

C. Par stock require is reduced.

D. Revenue is earned from guest laundry .

35. What is the usual time for opening and closing the linen room?

A. 6am -7pm

B. 6:55am -6:55pm

C. 7am -7pm

D. 7:30am -7:30pm

36. Linen is the housekeeping department's _____ largest expense.

A. First

B. Second

C. Third

D. Fourth

37. Linen exchange includes set amount, topping up, fresh for soiled and

A. Despatch

B. Repairs and alteration

C. Requisition

D. Monogramming

38. A key card is a _____ which stores digital signature that is used to control locks.

A. Metal card

B. Plastic card

C. Wood card

D. Glass card

39. Select the odd one out .

A. Dispose wastes in bins with lid .

B. Sanibins should be disposed by incineration .

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- C. Sewage treatment plan .
- D. Wastes should be disposed regularly to avoid accumulation .
- 40. The following are the points to consider when positioning laundry equipment expect
 - A. Entrances and exist.
 - B. Power points for electrical supply and required voltage .
 - C. Support columns and beams .
 - D. It must be near the linen room for easy transportation
- 41.----- is the removal of dust, dirt and any unwanted materials from a surface and properly dispose the dirt to make the place looks hygienic and comfortable stay.
 - A. Housekeeping
 - B. Cleaning
 - C. Mopping
 - D. Washing
- 42. Cleaning shared among teams to clean a given area is
 - A. Team Cleaning
 - B. Annual cleaning
 - C. Spring cleaning
 - D. Weekly cleaning
- 43. What are the two types of linen rooms
 - A. Collection and transportation
 - B. Primary and secondary
 - C. Centralised linen room and Decentralised linen room
 - D. Checking and inspection
- 44. Space requirement for a linen room is
 - A. 3 sqft
 - B. 4 sqft
 - C. 7sq ft
 - D. 6 sqft
- 45. The following are all factors to consider when planning the linen room except,
 - A. Location
 - B. Space
 - C. Security
 - D. Despatch
- 46. The following are points to consider when selecting linen except.
 - A. Strength
 - B. Laundry
 - C. Shrinkage
 - D. Security
- 47. The key designed to open a SPECIFIC locks in the establishment is called.....

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- A. Guest room key
 - B. Grand master key
 - C. Master key
 - D. Housekeeping staff master key
- 48..... is a device which opens a lock
- A. Key
 - B. Locker
 - C. Drill
 - D. Hammer
- 49.....invades using separate containers to collect different waste
- A. Segregation
 - B. Sewage
 - C. Bio-gas plant
 - D. Waste
- 50.The organic waste that are recycled in bio-gas plant which generate the waste into fuel to be utilised by the establishment.
- A. Bio- gas plant
 - B. Segregation
 - C. Sewage treatment
 - D. Disposal waste
51. Spring cleaning consists of and Cleaning. It includes turning mattresses, wiping down walls and washing windows.
- A. Annual cleaning and team cleaning
 - B. Team cleaning and block cleaning
 - C. Block cleaning and traditional cleaning
 - D. Team cleaning and daily cleaning
52. Which of the following is an example of fixture?
- A. Arm chair
 - B. Bed
 - C. Carpet
 - D. Windows
53. All the following are advantages of a performance task EXCEPT
- A. It can serve as a record.
 - B. Clear breakdown, provides for enhance finality control.
 - C. It can be used as a checking tool for supervisor.
 - D.Beware of safety hazards.
54. Which of the following is the second procedure for cleaning a bathroom?
- A. Remove all surface soil and obstruction before cleaning.
 - B. Wipe off light bulbs and shade with a dry cloth.
 - C. Open all windows and exhaust vents.
 - D. Clean the ceiling and air condition vents for cobwebs.
55. Name the two (2) primary types of linen room
- A. Sorting and counting.
 - B. Decentralised and collection.
 - C. Centralised and packaging.
 - D. Centralised and decentralised.
56. Which of the following activities goes on in the linen room?

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- A. Checking and inspection.
- B. Daily cleaning and inspection.
- C. Weekly cleaning and checking.
- D. Removal of dust and dirty.

57. Which of the following are points to consider when selecting linen?

- A. Washing and drying.
- B. Strength and laundry.
- C. Water and soap.
- D. Detergents and whitening.

58. All the following can be considered when positioning laundry equipment EXCEPT

- A. Entrances and exits.
- B. Installation of proper drainage system.
- C. The place should be well ventilated.
- D. Local code for restrictions required.

59. All the following are not the types of keys in the establishment EXCEPT

- A. vehicle key.
- B. Bathroom key.
- C. Lobby key.
- D. Emergency key.

60. is a place where the washing and finishing of clothes and other articles are carried out whiles is removal of dirt and stain from linen using water and detergent.

- A. Linen control and linen exchange.
- B. Laundering and Laundry
- C. On -premises and off- premises
- D. Laundry and laundering.

SECTION B

Q1. Group the following items under Recyclable and Non –recyclable in the hospitality industry

Duvet, Bed sheet, Tissue, Blankets, Pillow cases, HandTowel, Napkin, Toiletries

Recyclable	Non-recyclable

(8 MARKS)

B. Differentiate between Weekly cleaning and Team cleaning.

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.....(2 MARKS)

C. Identify four(4) specific cleaning activities that go on in the Linen room.

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(8 MARKS)

Q2. Explain the term Sewage .

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(2 MARKS)

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B. Explain four (4) ways of Waste Management.

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(4 MARKS)

C. Explain 4 types of Laundry Agents and give four (4) examples .

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(6 MARKS)

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