



Inspiring Innovation and Leadership

KARATINA UNIVERSITY

UNIVERSITY EXAMINATIONS

2018/2019 ACADEMIC YEAR

BACHELOR IN HOSPITALITY MANAGEMENT REGULAR EXAMINATION

**COURSE CODE: BHM 206: HOUSEKEEPING AND OPERATIONS
MANAGEMENT**

DATE: 11th April, 2019

TIME: 9:00am-12:00pm

INSTRUCTIONS TO CANDIDATES

Instructions: Answer question **ONE** and any other **THREE**

Time: 3 hours

This paper contains 2 pages

PLEASE TURN OVER

(25 MARKS)

(4marks)

Abbreviation	Term	Meaning
CO		
UR		
RET		
HM		

(4 marks)

(4 marks)

(4 marks)

(5 marks)

(4 marks)

ii) penthouse suite

Question 2

(10 marks)

(5 Marks)

(9 marks)

(6 marks)

(10 marks)

(5 marks)

Question 5

a) Discuss SOP for entering a guest room. (10 marks)

b) Describe **five** (5) standard supplies for a guest room.

(5marks)

Question 6

a) Describe the SOPs of linen management. (10 marks)

b) Identify **five** (5) main registers maintained by housekeeping staff. (5 Marks)