

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

BHM 206 HOUSEKEEPING AND OPERATIONS MANAGEMENT

SECTION A: compulsory Questions

a) Complete the following chart:

(25 MARKS)

(4marks)

| / 1 | U | | ` | , |
|--------------|------|---------|---|---|
| Abbreviation | Term | Meaning | | |
| CO | | | | |
| UR | | | | |
| RET | | | | |
| HM | | | | |

- b) Describe four hotel departments that coordinate with housekeeping department. (4 marks)
- c) Explain the role of housekeeping department in relationship to front office in the hotel. (4 marks)
- d) Identify the importance of cleaning an occupied room. (4 marks)
- e) Describe the procedure for cleaning a Guest bathroom. (5 marks)
- f) Define the following terms:- (4 marks)
 - i) Twin room ii) penthouse suite

SECTION TWO- ANSWER ANY THREE QUESTION (45 MARKS)

Question 2

a) Describe the Procedures for effective control of inventory supplies.

(10 marks)

b) Differentiate between evening services and turn down services.

(5 Marks)

Ouestion 3

- a) Explain the procedure for making a Bed in a guest house. (9 marks)
- b) Analyze in details **three (3)** various reports generated in housekeeping department at the end of the shift. (6 marks)

Question 4

a) Discuss the SOPs for closing down the shift. (10 marks)

b) Explain **five** (5) challenges of off-premise laundry. (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)