



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATIONS**

**2023/2024 ACADEMIC YEAR**

**SECOND YEAR FIRST SEMESTER**

**SCHOOL OF TOURISM, AND HOSPITALITY  
BACHELOR OF HOTELS AND HOSPITALITY  
MANAGEMENT**

**COURSE CODE: HHM 2115-1**

**COURSE TITLE: HOUSEKEEPING OPERATIONS  
MANAGEMENT AND PRACTICE**

**DATE: 7/12/2023**

**TIME: 1430-1630 HRS**

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**INSTRUCTIONS TO CANDIDATES**

Answer **ALL** questions in section **A** and any other **TWO** in section **B**.  
*This paper consists of 2 printed pages. Please turn over*

**SECTION A: COMPULSORY**

**QUESTION ONE-(20MARKS)**

- a. Explain **THREE** natural ventilation as employed in the hospitality industry **(3 Marks)**
- b. Explain **FIVE** objectives of housekeeping **(5 Marks)**
- c. Identify **SIX** areas in a hotel that the housekeeping department is in charge of housekeeping **(6 Marks)**
- d. Explain the cleaning process **(6 Marks)**

**SECTION B: (ANSWER ANY TWO QUESTIONS)**

**QUESTION TWO:**

- a. Using a diagram, explain the sections of the housekeeping department **(7 Marks)**
- b. The housekeeping department is majorly known for maintaining cleanliness, privacy and comfort, explain the **FOUR** major principles of **(8 Marks)**

**QUESTION THREE:**

- a. State **FIVE** types of rooms found in hotels **(5 Marks)**
- b. Explain and give examples of **TEN** types of hotels **(5 Marks)**
- c. Explain the bed making process **(5 Marks)**

**QUESTION FOUR:**

- a. Explain the duties of the executive house keeper **(5 Marks)**
- b. Using a diagram explain the organization structure of the housekeeping department of a mid-sized hotel **(10 Marks)**

**QUESTION FIVE:**

- a. There are **TWO** categories of equipment in housekeeping, while giving examples explain **(4 Marks)**
- b. There are various methods and techniques of cleaning, explain **FIVE** methods of cleaning as used in housekeeping **(5 Marks)**
- c. Explain **SIX** cleaning agents **(6 Marks)**

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