INTERNATIONAL UNIVERSITY OF EAST AFRICA
'Learning to Succeed'

FACULTY OF BUSINESS MANAGEMENT

END OF SEMESTER EXAMINATIONS - DECEMBER 2025

PROGRAMME: BTHM
YEAR/SEM: YEAR 3/SEMESTER 1
COURSE CODE: BTHM 3105
NAME: HOUSE KEEPING & LAUNDRY OPERATIONS

DATE:
TIME:

INSTRUCTIONS TO CANDIDATES:

SECTION A

Answer all one question

Question 1:

1. You have recently joined a 5-star hotel as the Executive Housekeeper. The hotel has 120 rooms, a banquet hall, a spa, and a large laundry section. Management has observed delays in room readiness and complaints about laundry services. They have asked you to review the organizational structure of the housekeeping and laundry departments and provide recommendations for efficient operations.

Currently:

l The housekeeping department includes Room Attendants, Floor Supervisors, Public Area Cleaners, Housekeeping Clerks, and Linen Room Staff.

l The laundry department includes Washers, Ironers, Laundry Attendants, and Laundry Supervisors.

l Both departments report to the Executive Housekeeper, who reports to the Hotel Manager.

Questions:

1. Draw a detailed organizational chart for the housekeeping and laundry departments, showing all positions and reporting lines. (10 Marks)

2. Explain the key responsibilities of each position in both departments. (10 Marks)

3. Analyze the advantages and disadvantages of the current reporting structure in ensuring efficiency, accountability, and communication. (10 Marks)

4. Suggest improvements to the organizational structure or reporting lines that could enhance productivity and service quality. (5 Marks)

5. Justify your recommendations with reasons. (5 Marks)

Question 2:

1. You have been appointed as the Executive Housekeeper at a luxury hotel. Recently, guests have complained about the cleanliness of rooms, bathrooms, and public areas. Upon inspection, you notice that some housekeeping staff are using inappropriate cleaning agents for certain surfaces, and some equipment is outdated or being misused. Management has asked you to review the cleaning practices and suggest improvements.

Currently:

l Housekeeping staff use a mix of detergents, disinfectants, glass cleaners, floor polish, and carpet shampoos.

l Cleaning equipment includes vacuum cleaners, mop buckets, floor scrubbers, carpet extractors, and dusters.

Questions:

1.List and classify the main types of cleaning agents used in a hotel housekeeping department.(10 Marks)

2.a)List the key cleaning equipment used in the housekeeping department.(05 Marks)

b). Explain the proper use, maintenance, and storage of each equipment type.(05 Marks)

3. Analyze the problems that could arise from using incorrect cleaning agents or misusing cleaning equipment.(10 Marks)

4.Explain the potential impact on guest satisfaction, hygiene standards, and staff safety.(10 marks)

Question 3:

Explain the role of housekeeping in coordinating with front office, maintenance, and F&B departments.

SECTION B

Answer any three questions

Question 1:

a) List and classify the main types of cleaning agents used in a hotel housekeeping department.(10 Marks)

b)List the key cleaning equipment used in the housekeeping department.(05 Marks)

c). Explain the proper use, maintenance, and storage of each equipment type.(05 Marks)

Question 2:

Define “hotel classification” and explain why it is important in the hospitality industry (20 marks)

Question 3:

Explain how the classification of a hotel affects staffing requirements and guest services.(20 marks)

Question 4:

a) Explain what is meant by the phrase “Hotel is a Home Away from Home.”(10 marks)

b). Highlight the key elements that make guests feel comfortable and cared for in a hotel (10 marks)

Question 5:

a) Define the housekeeping department.(05 marks)

b) Explain the importance of housekeeping in a hotel.(15 marks)

a)

Question 6:

a). Define “room status” (03 marks)

b). List at least five common room status categories used in

housekeeping.(10 marks)

c). Explain the meaning of the status “Out of Order (OOO)” and why a room might be marked as such.(07 marks)

Question 7:

a). Define a cleaning agent (05 marks)

b. List any four types of cleaning agents commonly used in hotels.(15 marks)

Question 8:

a).Define a detergents(05 marks)

b).Explain the qualities of a good detergent.(15 marks)

Question 9:

a)Define Cleaning(05 marks)

b).Describe the methods Of Organizing Cleaning .(15 marks)

Question 10:

Differentiate between

i. Florist and horticulturist (05 marks)

ii. Vacant room and vacated room (05 marks)

iii. Buffing and burnishing (05 marks)

iv. Deodorants and disinfectants (05 marks)

Question 11:

Discuss the traits of a housekeeping personnel. (20 marks)

Question 12:

What are factors taken into consideration while planning the layout. (20 marks)