

**HOUSEKEEPING I**

**AFA 2103**

**MARCH/APRIL 2024**

**TVET CURRIC ULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION  
COUNCIL MAIN EXAMINATION (CBET)**

**WRITTEN ASSESSMENT**

**TIME: 3 HOURS**

**INSTRUCTIONS TO CANDIDATES**

1. This paper has two sections A and B
2. You are provided with a separate answer booklet.
3. Marks for each question are as indicated.
4. Do not write on the question paper.

**This paper consists of 3 printed pages**

**Candidate should check the question paper to ascertain that all  
pages are printed as indicated and that no questions are missing.**

## **SECTION A (40Marks)**

**Answer all questions in this section**

1. Differentiate between housekeeping and accommodation. (2mks)
2. List the components of the accommodation department (3mks)
3. Mr. Kamau is the housekeeper supervisor, state the conditions necessary for the efficient provision of housekeeping services (5mks)
4. The Housekeeping department usually has several supervisory positions. Outline those supervisors and the area they are in charge of. (5mks)
5. State any three importance of hygiene in housekeeping. (3mks)
6. State the duties and responsibilities of a room attendant (4mks)
7. Define the term hygiene and sterilization as it is used in the housekeeping (2mks)
8. Discuss the reasons for cleaning as used in housekeeping (5mks)
9. Explain factors that determine the frequency of cleaning a given area (4mks)
10. Explain causes of fire in housekeeping (2mks)
11. Identify the common types of infections in housekeeping (3mks)
12. Carpet is one of soft surface finish. State the advantages of carpets (2mks)

## **SECTION B (60MKS)**

**Answer any three questions in this section.**

13. a. Explain the factors to consider when selecting cleaning equipment's and materials (10mks)  
b. Discuss areas that are responsible for the housekeeping department (5mks)  
c. Discuss the types of soiling as used in housekeeping (5mks)
14. a. Cleaning agents are key essentials in the housekeeping department. Discuss the points that may be taken into consideration when selecting these cleaning agents (8mks)  
b. Highlight and discuss any two cleaning methods and procedures (6mks)

- c. Terrazzo is one of the floor finishes. Discuss the characteristics of terrazzo floors (6mks)
15. a. A number of measures should be taken to prevent and contain fire and reduce the hazards involved in the event of a fire. Discuss the measures that should be taken into consideration (7mks)
- b. By giving examples, classify cleaning equipment's (6mks)
- c. Mr. Mwenda is the purchasing officer of XYZ Hotel. He is mandated to buy materials for floor finish. Discuss the points to consider when selecting a floor finish (7mks)
16. a. What are the safety measures during operations and safety precaution necessary when carrying out housekeeping operations (7mks)
- b. Granolithic floor is made of granite chips set in cement and laid in a plastic state on a solid subfloor. Discuss where they can be used (5mks)
- c. Discuss the classification of cleaning agents (8mks)