



THE COUNCIL OF COMMUNITY COLLEGES OF JAMAICA

BACHELOR OF SCIENCE EXAMINATION

SEMESTER II – 2019 MAY

PROGRAMME: HOSPITALITY AND TOURISM MANAGEMENT
COURSE NAME: HOUSEKEEPING OPERATIONS AND MANAGEMENT
CODE: HOSP3603
YEAR GROUP: THREE
DATE: MONDAY, 2019 MAY 13
TIME: 9:00 A.M. – 11:00 A.M.
DURATION: 2 HOURS
EXAMINATION TYPE: FINAL

This Examination Paper has 7 Pages

INSTRUCTIONS:

1. ANSWER ALL QUESTIONS FROM SECTION A
2. SECTION B CONSISTS OF FOUR (4) QUESTIONS. ANSWER ANY TWO (2)

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO

SECTION B

Instruction: In the booklet provided, answer any **TWO (2)** questions from this section.

Question 1

- A. Identify **FIVE (5)** of the Executive Housekeeper's management functions and explain each in relation to the housekeeping department. **(25 marks)**
- B. "Team work is deemed very important to facilitate efficiency and effectiveness in a highly service-based organization."
- i. Define teamwork. **(2 marks)**
 - ii. List **THREE (3)** issues that may occur if teamwork is not deemed important within the housekeeping department. **(3 marks)**

(Total 30 marks)

Question 2

- A. You are the Executive Housekeeper at Camp View Hotel, the Human Resources Manager is in the process of revamping job descriptions. She has asked for your assistance in writing the job descriptions for selected housekeeping personnel. Write job descriptions for the personnel listed below:
- i. The Linen and Uniform Attendant **(10 marks)**
 - ii. The House person **(10 marks)**
- B. Many Housekeeping departments utilize contract cleaning services for some areas of the department's daily operations. List **THREE (3)** advantages and **THREE (3)** disadvantages of contract cleaning services. **(6 marks)**
- C. Explain frequency schedules and their importance to public area cleaning. **(4 marks)**

(Total 30 marks)

Question 3

- A. Differentiate between the terms 'sterilized' and 'sanitized.' (4 marks)
- B. Explain **TWO (2)** advantages and **TWO (2)** disadvantages of using all-purpose cleansers. (8 marks)
- C. A number of variables must be considered to ensure that the most appropriate chemical product is selected. Evaluate any **SIX (6)** of these important variables/ factors. (18 marks)

(Total 30 marks)

Question 4

- A. Explain the term "Valet service". (5 marks)
- B. The wash cycle is critical to the lodging facility linen management; explain the nine-step process. (25 marks)

(Total 30 marks)

INSTRUCTIONS:

- 1. ANSWER ALL QUESTIONS FROM SECTION A
- 2. SECTION B CONSISTS OF FOUR (4) QUESTIONS. ANSWER ANY TWO (2)

END OF EXAMINATION

The Council of Community Colleges of Jamaica