



SEPTEMBER 2017

HOUSEKEEPING & ACCOMMODATION STUDIES

Instructions to candidates:

- a) Time allowed: Three hours (plus an extra ten minutes' reading time at the start – do not write anything during this time)
 - b) Answer any FIVE questions
 - c) All questions carry equal marks. Marks for each question are shown in []
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1. During initial training, new employees will often be supplied with a checklist of tasks for cleaning a bedroom. Compile an order of work that may be used as a checklist by staff for the cleaning of a vacated en-suite bedroom. [20]
 2. The duties of a housekeeper are wide-ranging and involve ensuring that all the rooms are kept clean and available for let upon demand.
 - a) Discuss the issues that a housekeeper will need to report promptly. [10]
 - b) Discuss the role of a house porter. [10]
 3. An annual budget will outline the income and expenditures that are expected over an operational year. Examine financial issues that need to be considered when preparing an operational budget. [20]
 4. A housekeeper will ensure that items of equipment used for cleaning are the most suited for the job. Discuss aspects to be considered when purchasing items of equipment that will be used in the cleaning process. [20]
 5. The intended use of a carpet will determine its size, shape, design and colour.
 - a) Discuss advantages and disadvantages of using carpet as a floor covering. [10]
 - b) Compare and contrast the use of a carpet made from synthetic fibre with a carpet made from wool. [10]
 6. Wall finishes provide a decorative surface that will conceal building components such as structure, insulation, pipework and wiring.
 - a) Compare the advantages of a painted wall finish with the advantages of a wallpapered surface. [10]
 - b) Compile a list of materials that may be used as a wall covering. [5]
 - c) Explain how a wood panelling wall surface may be cleaned. [5]
 7. Curtains will give an extra touch of style to a room.
 - a) Identify FOUR reasons why curtains may be used in a modern building. [4]
 - b) Describe how the life of curtains may be improved by care and cleaning. [10]
 - c) State THREE disadvantages in the use of Venetian blinds. [6]
 8. A well-designed and comfortable hotel bed will instantly put a newly arrived guest at ease.
 - a) Discuss the characteristics of bed linen made from cotton. [10]
 - b) Describe the care and cleaning of blankets. [5]
 - c) Explain the process of 'turning down', and why it is practised only in luxury hotels. [5]