



HOUSEKEEPING & ACCOMMODATION STUDIES

June 2021

Time allowed

Three hours

Instructions

- Write the question number next to each answer in your answer booklet.
- You are not required to rewrite the question in your answer booklet.
- Ensure that you pay particular attention to words in **bold**.

Information

- Different questions may carry a different number of marks.
- Marks for each question are shown in [].

Advice

- Read each question carefully before you start to answer it.
- Use the full time permitted and check all your answers.

Materials

- Notes or books are not permitted.
- Non-programmable calculators are permitted.

ANSWER ANY FIVE QUESTIONS FROM THE FOLLOWING EIGHT QUESTIONS

1. An in-house laundry can be a cost-effective way to clean linens and blankets.
 - (a) Evaluate **three** advantages of an in-house laundry. [6 marks]
 - (b) Describe the method for laundering blankets. [4 marks]
 - (c) Describe the dry-cleaning process. [10 marks]

2. Explain how to identify and treat infestations by the following pests:
 - (a) Moths [4 marks]
 - (b) Carpet beetles [4 marks]
 - (c) Wood-boring beetles [4 marks]
 - (d) Fleas [4 marks]
 - (e) Rats or mice [4 marks]

3. Soft furnishings is a term that includes curtains, furniture coverings and other items made of cloth that are used in the decoration of a room.
 - (a) Explain the reasons why loose covers are used on upholstered chairs. [5 marks]
 - (b) Discuss the considerations when choosing curtains for a hotel. [10 marks]
 - (c) Describe the care and cleaning of cushions and cushion covers. [5 marks]

4. Furniture within a hotel must retain its good appearance whilst in constant use.
 - (a) Evaluate the advantages and disadvantages of both solid wood and wicker/cane furniture. [10 marks]
 - (b) Explain how to clean and care for upholstered furniture. [10 marks]

5. A large proportion of room maids' work in hotels and other establishments is bed making.
 - (a) Describe in detail the process of making a bed. [10 marks]
 - (b) Explain the purpose of the bedspread. [5 marks]
 - (c) Describe the care and cleaning of curtains. [5 marks]

6. Dirt and grease accumulates in all areas of hotels and often requires the use of specialist cleaning agents.
 - (a) Describe the **three** basic properties of any detergent. [6 marks]
 - (b) Explain how detergents are effective cleaning agents. Use a diagram to support your explanation. [14 marks]

7.
 - (a) Describe the roles and responsibilities of the following staff in first-class luxury hotels:
 - (i) A valet [2 marks]
 - (ii) A florist [2 marks]
 - (iii) A ladies' cloakroom attendant [2 marks]
 - (b) Explain the ways in which the housekeeper of a first-class luxury hotel can ensure the highest possible standards of the establishment. [14 marks]

8. Certain procedures must be followed to ensure the security and well-being of guests and staff.

(a) Describe the procedure for dealing with lost property in a hotel.

[5 marks]

(b) Explain the purpose of a safe deposit box.

[5 marks]

(c) Describe the measures that the housekeeper and staff can take to ensure security within the establishment.

[10 marks]

END OF QUESTIONS