



SEPTEMBER 2015

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. As a senior manager, a housekeeper in a large hotel will have responsibility for a team of specialist staff.
 - a) Describe personal attributes that a housekeeper should possess. [10]
 - b) Identify TEN members of staff for whom a housekeeper may have responsibility and describe the job purpose of EACH. [10]
 2. Full-time employees on the housekeeping team will frequently be supported by part-time employees, some of whom may be employed by a professional cleaning company or agency. Compare and contrast the advantages and disadvantages of employing full-time staff with those of hiring contract labour. [20]
 3. A cleaning agent is a substance, in the form of either a liquid, powder, granule or a spray, that is used to remove dirt and contamination from a surface.
 - a) Describe THREE properties that will enable a detergent to loosen and remove dirt. [5]
 - b) Explain the difference between a detergent and a disinfectant. [5]
 - c) Compare and contrast the advantages and disadvantages of using paste furniture polish with spray-on furniture polish. [10]
 4. Stain removal is the process of removing a mark left by a substance on a specific surface and may involve the use of a chemical.
 - a) Compile a requisition list of cleaning agents that a housekeeper would expect to use on a weekly basis, and for EACH agent, give ONE example of their use. [10]
 - b) Explain how the following stains may be removed:
 - i Ball-point ink
 - ii Rust
 - iii Lipstick
 - iv Tea
 - v Oil paint[10]
 5. Pests are a nuisance that can cause damage to buildings, fabrics and reputation. Identify FIVE pests that a housekeeper may have to deal with, and for EACH pest, explain how an infestation may be identified, and the appropriate action to take to eradicate the problem. [20]
 6. A textile or cloth is a flexible woven material comprising natural or artificial fibres that are often referred to as thread or yarn.
 - a) Compare the characteristics of vegetable fibres (e.g. cotton) with animal fibres (e.g. wool). [10]
 - b) Give TWO examples of a use (e.g. curtains) for EACH of the following fabrics:
 - i Velvet
 - ii Velour
 - iii Satin
 - iv Hessian
 - v Gingham
 - vi Damask
 - vii Chintz
 - viii Candlewick
 - ix Brocade
 - x Baize[10]

continued overleaf

7. A piece of furniture that is not fixed to anything and stands on its own away from other items is called 'free-standing'.
- a) Discuss aspects that will need to be taken into consideration when choosing a new piece of free-standing furniture. [10]
 - b) Explain how upholstered furniture should be cared for and cleaned. [10]
8. Colours play an essential part in creating mood or accenting surroundings in a room.
- a) Discuss how the perceived spaciousness of a room may be increased by colour.
 - b) Discuss how the perceived length and height of a room may be reduced by colour.
 - c) Explain the difference between direct lighting and indirect lighting.
 - d) Most fibres are affected by light. Explain what will happen to cotton and linen when exposed to light for any length of time. [20]