



ICM

DECEMBER 2016

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 []
1. A housekeeper will introduce a checklist of tasks for cleaning a bedroom when training new members of staff. 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. It is conventional to think of housekeeping staff as full-time employees, however, a range of alternative forms of employment is in use. Compare and contrast the advantages and disadvantages of employing full-time staff with those of hiring contract labour. [20]
 3. An operational budget may be considered a target to achieve in respect of revenue and costs. Examine financial issues that need to be considered when preparing an operational budget. [20]
 4. A number of different stain removal techniques may be adopted depending upon whether the stained fabric is washable, or is upholstery or carpet.
 - 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. Materials used in a building have frequently been selected during the design stage of the building. For EACH of the following materials, identify FIVE different forms, and explain where in an establishment that particular form of material may be used:
 - a) Ceramics
 - b) Glass
 - c) Metals
 - d) Plastics[20]
 6. A carpet is used to cover a floor and comprises a surface pile fixed to a backing material.
 - 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]
 7. The finish on a wall will be influenced by the use to which the room is put.
 - a) Compare the disadvantages of a painted wall finish with the disadvantages of a wallpapered surface. [10]
 - b) Compile a list of flooring materials that may be used as a wall covering. [5]
 - c) Explain how non-washable wallpaper may be cleaned. [5]

continued overleaf

8. It is believed curtains were originally made from animal hide and placed over doorways and affixed by hooks.
- 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]