



# ICM

JUNE 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 [ ]
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1. Housekeeping and accommodation services require the manager to have a wide range of knowledge and skills.
    - a) Discuss the issues that a housekeeper will need to report promptly. [10]
    - b) Discuss the role of a house porter. [10]
  
  2. Cleaning equipment used by a housekeeper will include both manual and mechanical appliances.
    - a) Distinguish between the following items of cleaning equipment:
      - i Dry mop
      - ii Wet mop
      - iii Polish applicator mop
      - iv Squeegee [10]
    - b) Explain how hard water may be softened. [5]
    - c) Describe problems that may be associated with the use of hard water. [5]
  
  3. A housekeeper will understand that the successful removal of a stain from a textile surface will be dependent upon the strict observation of a number of basic rules.
    - a) Identify FIVE categories of stain removal agent, and give ONE example of EACH category. [5]
    - b) Describe the correct process for removing EACH of the following:
      - i Chewing gum
      - ii Grass stain
      - iii Fresh blood
      - iv Oil paint
      - v Coffee stain [10]
    - c) Outline TWO safety factors that need to be considered when dealing with grease dissolving cleaning agents. [5]
  
  4. The design of a hotel may incorporate a wide range of materials during the construction 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]
  
  5. The selection process in choosing a material for a floor must consider a number of factors and will normally take place during the design and planning stages of a building. Discuss EACH of the following points and identify aspects that should be considered when selecting a floor covering:
    - a) Appearance
    - b) Comfort
    - c) Durability
    - d) Ease of cleaning [20]

*continued overleaf*

6. Knowledge of a wide range of materials and finishes used on surfaces in the interior of an establishment is essential for every housekeeper.
- a) Compare the advantages of a painted wall finish with the advantages of a wallpapered surface. [10]
  - b) Identify FIVE flooring materials that may be used for covering a wall. [5]
  - c) Explain how wood panelling should be cleaned. [5]
7. Fibres are the basic building blocks of fabrics and may be either natural or man-made.
- 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]
8. A hotel guest will spend up to a third of their stay in their room, and the comfort of the bed will influence a guest's perception of the quality of the hotel.
- 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]