



ICM

MARCH 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. Planning carried out by the Head Housekeeper will facilitate members of the housekeeping staff in completing their duties.
 - a) Construct an order of work for the daily cleaning of a bedroom. [10]
 - b) Compile a list of duties that a housekeeper may carry out as part of his/her day-to-day activities. [10]
 2. The categories of staff employed in the housekeeping department will be dependent upon the size of the hotel.
 - a) Identify FIVE tasks that a houseporter may be expected to carry out. [5]
 - b) Compile an inspection checklist for an en-suite bathroom. [10]
 - c) Discuss TWO disadvantages of using contract or agency cleaning staff. [5]
 3. A work study review will inform management how efficiently housekeeping staff are carrying out their duties.
 - a) Specify TEN situations that will provide an indication that labour and materials are not being used effectively. [10]
 - b) Examine the procedure for carrying out work study. [10]
 4. Because of high initial costs, a service industry has developed which hires bed and table linen to hospitality outlets. Compare and contrast the advantages and disadvantages of hiring linen. [20]
 5. Guests will not return to a hotel that is suffering from an infestation of pests. 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 carpet may be described as a textile floor covering consisting of a surface pile that has been 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 term 'soft furnishings' embraces textile products used throughout the hospitality industry to contribute to atmosphere and comfort.
 - a) List reasons why loose covers may be used on upholstered chairs. [5]
 - b) Discuss general points that should be remembered when choosing curtains. [10]
 - c) Describe the care and cleaning of cushions. [5]
 8. An appropriate use of colour in the decoration of a room will influence the mood of the room occupants.
 - a) Discuss how the perceived spaciousness of a room may be increased by colour.
 - b) Describe how the perceived length and height of a room may be reduced by colour.
 - c) Compare and contrast the differences between direct lighting and indirect lighting.
 - d) Explain what will happen to cotton and linen when exposed to light for any length of time. [20]