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. [10]
   b) Describe how the perceived length and height of a room may be reduced by colour. [10]
   c) Compare and contrast the differences between direct lighting and indirect lighting. [10]
   d) Explain what will happen to cotton and linen when exposed to light for any length of time. [20]