



ICM

MARCH 2017

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. One duty of a housekeeper is to supervise employees and support them in achieving the required standard of work.
- a) List tasks that a houseporter may be expected to carry out. [5]
- b) Compile an inspection list for an en-suite bathroom. [10]
- c) Describe TWO disadvantages of using contract or agency cleaning staff. [5]
2. A housekeeper will be given responsibility for specific aspects of security in a hotel.
- a) Summarise the differences between a grandmaster key, a master key, a sub-master key and an individual room key. [10]
- b) Explain how lost property found in a hotel should be dealt with. [5]
- c) Describe how security in hotel bedrooms may be improved. [5]
3. A housekeeper will need a good understanding of all cleaning agents used for cleaning.
- 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. A housekeeper is responsible for the introduction of control measures to prevent pests from damaging fabric and to maintain a safe and hygienic environment throughout a hotel. 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]
5. The choice of a material for covering a floor will have taken into account factors that were determined during the planning stage 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]
6. A fabric may be chosen for its appearance as well as for its protective qualities.
- 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. Care and attention to detail during the design stage of soft furnishings will help to enhance the appearance of a room.
- a) List reasons why loose covers may be used on upholstered chairs. [5]
 - b) Briefly discuss general points that should be remembered when choosing curtains. [10]
 - c) Describe the care and cleaning of cushions. [5]
8. A bedroom must be neat, the bed has to look inviting, and the bed linen should improve the appearance of the room.
- 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]