



ICM

JUNE 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 []
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1. A head housekeeper will find the introduction of routine standards to be of great assistance to the housekeeping team.
 - 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. Work study involves the study of people, equipment, materials and layout.
 - 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]
 3. Whether to purchase or hire will be dependent upon a number of factors unique to each particular establishment. Compare and contrast the advantages and disadvantages of hiring linen. [20]
 4. A guest will expect a housekeeper to be able to successfully remove a stain without causing damage to the clothing.
 - 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]
 5. Some materials have a number of different uses in a 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. The type of finish applied to a wall will often be determined by how the room is to be used.
 - 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]
 7. A free-standing piece of furniture can remain in an upright position, on its own, without help from an external force and without being attached to a wall.
 - a) Discuss aspects that will need to be taken into consideration when choosing a new piece of free-standing furniture. [10]
 - b) Explain how upholstered furniture should be cared for and cleaned. [10]

continued overleaf

8. Care needs to be taken when designing a room as room colour will influence guests' moods and thoughts.
- 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]