



ICM

SEPTEMBER 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. The housekeeper has responsibility for a wide range of employees carrying out a variety of different duties.
 - a) Construct an organisation chart for a housekeeping department in a large hotel. [10]
 - b) List the duties and responsibilities of a head housekeeper. [10]
 2. A common method of removing debris and light soil is through the use of mops and dusters.
 - a) State why sweeping and dusting may not be the most efficient and hygienic methods of removing dust. [5]
 - b) Describe TWO ways in which dust may be effectively removed. [5]
 - c) Describe, in sequential order in which the task is carried out, the method by which a bedroom is cleaned. [10]
 3. After having determined the cleaning needs of a building, the next stage will be to identify the items of equipment required. Discuss aspects to be considered when purchasing items of equipment that will be used in the cleaning process. [20]
 4. Bed-linen, staff uniforms and table linen may be cleaned on the premises using equipment installed for that purpose.
 - a) Discuss the uses of THREE items of equipment that may be found in a commercial or in-house laundry. [10]
 - b) Explain how the following stains may be removed:
 - i Ball-point ink
 - ii Grass
 - iii Nail varnish
 - iv Mildew
 - v Tea[10]
 5. Walls can be constructed from a range of materials, the finish of which will change the appearance of the building.
 - a) Compare the disadvantages of a wallpapered surface with the disadvantages of a painted wall finish. [10]
 - b) Compile a list of wall covering materials that may also be used for flooring material. [5]
 - c) Explain how non-washable wallpaper may be cleaned. [5]
 6. One important factor to consider when purchasing bed sheets is the fabric from which the bed linen has been made.
 - 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]
 7. A piece of furniture that is not fixed to anything and stands on its own away from other items is called 'free-standing'.
 - 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. Preparation of the annual budgets is an important part of the housekeeper's role. Examine financial issues that will need to be considered when preparing an operational budget. [20]