# JUNE 2013 EXAMINATION

**DATE:** 5 JUNE 2013  
**TIME:** 14H00 – 17H00  
**TOTAL:** 100 MARKS  
**DURATION:** 3 HOURS  
**PASS MARK:** 40%

## (VOC-1207)  
**HOUSEKEEPING OPERATIONS**

**THIS EXAMINATION PAPER CONSISTS OF 4 SECTIONS:**

**SECTION A:** CONSISTS OF:  
(i) 10 MULTIPLE-CHOICE QUESTIONS  
(ii) 5 TRUE OR FALSE QUESTIONS  
(iii) 10 MATCHING-STATEMENT QUESTIONS  
**ANSWER ALL THE QUESTIONS**

**SECTION B:** CONSISTS OF 3 SHORT QUESTIONS  
**ANSWER ALL THE QUESTIONS**

**SECTION C:** CONSISTS OF 3 LONG ANSWER QUESTIONS  
**ANSWER ALL THE QUESTIONS**

**SECTION D:** CONSISTS OF 3 INTERPRETATIVE QUESTIONS  
**ANSWER ANY ONE OF THE QUESTIONS**

**INSTRUCTIONS:**

1. Read the following instructions *carefully* before answering the paper, as failure to act upon them will result in a loss of marks.  
2. Write your answers in your answer book, which is provided in the exam.  
3. Ensure that your name and student number are clearly indicated on your answer book.  
4. Write your answers in either blue or black ink in your answer book.  
5. Read each question very carefully before you answer it and number your answers *exactly* as the questions are numbered.  
6. Begin with the question for which you think you will get the best marks.  
7. Note the mark allocations for each question – give enough facts to earn the marks allocated.  
   Don't waste time by giving more information than required.  
8. You are welcome to use diagrams to illustrate your answers.  
9. Please write neatly – we cannot mark illegible handwriting.  
10. Any student caught cheating will have his or her examination paper and notes confiscated.  
    The College will take disciplinary measures to protect the integrity of these examinations.  
11. If there is something wrong with or missing from your exam paper or your answer book, please inform your invigilator immediately. If you do not inform your invigilator about a problem, the College will not be able to rectify it afterwards, and your marks cannot be adjusted to allow for the problem.  
12. This paper may be removed from the examination hall *after* the examination has taken place.
(i) **MULTIPLE-CHOICE QUESTIONS**

Choose the correct option for each of the following. Write only the question number and your chosen answer. For instance, if you think that the correct answer for number 1 is (a), then write it as 1. (a).

1. The housekeeping department must ensure that all the guest bedrooms are serviced every day and the public areas are kept clean at all times because:
   
   (a) they have to comply with the standards set by the hotel and they have to keep the guests happy by providing a socially acceptable environment.
   
   (b) it is in their job description about kitchen hygiene.
   
   (c) they are responsible for the safety and security of each guest.
   
   (d) they are responsible for the safety and security of the establishment and each guest.

2. The housekeeper will:
   
   (a) liaise with reception when there seems to be too much luggage in an occupied room.
   
   (b) liaise with reception when there seems to be no luggage in an occupied room, which could indicate that the guest has checked out without paying the bill.
   
   (c) never liaise with reception about luggage.
   
   (d) liaise with reception when he or she cannot perform his or her duties, carrying luggage.

3. Intradepartmental communication is communication within:
   
   (a) four departments.
   
   (b) two departments.
   
   (c) five or more departments.
   
   (d) one department.

4. The housekeeping department of the hotel is generally situated near:
   
   (a) the guest rooms.
   
   (b) the kitchen area.
   
   (c) reception.
   
   (d) the general manager's office.
5. The main method of insect control is to use:
   (a) cold water mixed with Epsom salts.
   (b) warm water mixed with bleach.
   (c) insecticides.
   (d) warm water mixed with milk and bleach.

6. Three main types of furniture used in the bedrooms of a hotel are:
   (a) wooden furniture, a single bed and a cupboard.
   (b) one lamp, a double bed and a mirror.
   (c) free standing furniture, fitted furniture and built-in furniture.
   (d) only wooden furniture, curtains and linen.

7. The number of hours worked per week is determined by:
   (a) the food and beverage manager.
   (b) the local bargaining council or legislation and cannot be exceeded.
   (c) all staff members working in the establishment.
   (d) the local community.

8. What will a department head write on a maintenance request docket?
   (a) the location of the problem
   (b) the date the problem occurred
   (c) the request to the maintenance manager
   (d) the date, the request and the location

9. What is an operating budget?
   (a) a forecast of the revenues and expenses associated with the running
      of the business on a day-to-day basis
   (b) a monthly expense sheet
   (c) a daily overtime roster
   (d) a budget consisting of fixed costs only

10. Contact insecticides are absorbed by the:
    (a) external surface of the insect.
    (b) internal surface of the insect.
    (c) wings of the insect only.
    (d) mouth only.
(ii) **TRUE OR FALSE QUESTIONS**

Indicate whether the following statements are True or False. Motivate all your answers.

1. The executive housekeeper is defined as someone who supervises three or more assistant housekeepers.

2. The assistant executive housekeeper is first in charge in the department and is generally responsible for the guest rooms of the hotel.

3. Valets are normally only employed in first class hotels.

4. Housekeeping comes into contact with guests in their most private areas, namely, their rooms and bathrooms.

5. Conduct refers to the unacceptable behaviour that is expected of someone when at work. 

\[5 \times 2 = 10\]

(iii) **MATCHING-STATEMENT QUESTIONS**

Match the statements in Column B to the statements in Column A. Write down the answers only, for example 1. (a).

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. by law all accidents need to be reported</td>
<td>(a) the person responsible for first aid must be summoned immediately</td>
</tr>
<tr>
<td>2. when an accident happens</td>
<td>(b) must be inspected periodically</td>
</tr>
<tr>
<td>3. fractures</td>
<td>(c) if an infectious disease is contracted by a guest in a hotel</td>
</tr>
<tr>
<td>4. sprains</td>
<td>(d) should be left clean and tidy</td>
</tr>
<tr>
<td>5. the first aid box</td>
<td>(e) to the maintenance department</td>
</tr>
<tr>
<td>6. the medical officer for health must be informed immediately</td>
<td>(f) is done by two or more people in a certain area</td>
</tr>
<tr>
<td>7. waste disposal areas</td>
<td>(g) when the area is free of harmful insects, dust and dirt</td>
</tr>
<tr>
<td>8. staff members should report any faulty equipment</td>
<td>(h) apply a dry bandage firmly round the affected part, then soak with cold water</td>
</tr>
<tr>
<td>9. team cleaning</td>
<td>(i) immobilise the limb (in other words, put it in a position where the person does not need to move it</td>
</tr>
<tr>
<td>10. entomologically clean</td>
<td>(j) by writing them down in the accident report book held in the personnel office or the housekeeping office</td>
</tr>
</tbody>
</table>

\[10\]

\[30\]
SECTION B: SHORT QUESTIONS (10 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Give two rules for polishing metal. [2]

QUESTION 2
Explain the term motivation. [2]

QUESTION 3
(a) In which manner are fabrics that shrink, cleaned? (1)
(b) Name the two types of equipment found in the housekeeping department. (2)
(c) Give three reasons why you must be careful when removing stains. (3) [6]

[10]
SECTION C: LONG ANSWER QUESTIONS

ANSWER ALL THE QUESTIONS

QUESTION 1

(a) Manual equipment includes applicators, trays, brushes, brooms, carpet sweepers, dusters and mitts, dustpans, mops (dry and wet), buckets, and polishing pads.

List five general rules for looking after these, after using manual equipment. (5)

(b) Upon receipt of the worksheet form, the room attendant will take it and a trolley, which has been prepared by the supervisor, and go to the section of rooms that he or she will be cleaning.

Identify the order in which the room attendant should clean the rooms. In other words, which room(s) should he or she clean first, then second etc? (5) [10]

QUESTION 2

List the five main causes of accidents in a hotel. [5 × 2 = 10]

QUESTION 3

(a) Explain five of the responsibilities and duties of the housekeeping department. (5)

(b) What are the five typical requirements of the layout of the linen room? (5)

(c) Due to the high costs involved in keeping the linen at a high standard, many hotels hire linen. Give five advantages of hiring linen. (5 × 2 = 10) [20] [40]
SECTION D: INTERPRETATIVE QUESTIONS (20 MARKS)

ANSWER ANY ONE OF THE QUESTIONS

QUESTION 1

(a) Which five contract services are available to the housekeeping department? (5 × 2 = 10)

(b) What must you consider when selecting floor coverings? List five things. (5 × 2 = 10) [20]

OR

QUESTION 2

A first aid cupboard should be situated in the housekeeping office, fully stocked.

List ten items that should always be in the first aid cupboard. [10 × 2 = 20]

OR

QUESTION 3

(a) List five of the most common types of fibre (fabrics) used in hotels. (5 × 2 = 10)

(b) A job description is a list of tasks that an employee is required to undertake.

List five points that the job description tells the employee about the job. (5)
(c) Give the names of the following pests found in hotel rooms.

i. 

ii. 

iii. 

iv. 

v. (5) [20] 

Section A: 30 marks
Section B: 10 marks
Section C: 40 marks
Section D: 20 marks
TOTAL: 100 MARKS