NOVEMBER 2012 EXAMINATION

DATE: 7 NOVEMBER 2012

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 (10 MARKS)
   (ii) 5 TRUE OR FALSE QUESTIONS (10 MARKS)
   (iii) 10 MATCHING-STATEMENT QUESTIONS (10 MARKS)

SECTION B: CONSISTS OF 3 SHORT QUESTIONS

SECTION C: CONSISTS OF 3 LONG ANSWER QUESTIONS

SECTION D: CONSISTS OF 3 INTERPRETATIVE 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.
SECTION A

(30 MARKS)

ANSWER ALL THE QUESTIONS

(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. Which one of the following points should be considered when choosing furniture and fittings for the hotel?
   (a) the cheapest furniture possible
   (b) very colourful and bright
   (c) durability
   (d) None of the above.

2. Bedroom curtains are usually made from:
   (a) upholstery materials.
   (b) light coloured materials.
   (c) dark coloured materials.
   (d) printed cottons.

3. Which one of the following should be considered when purchasing fabrics?
   (a) the purchase cost and the cost involved in maintaining the item
   (b) how expensive the fabric is
   (c) how cheap the fabric is
   (d) All of the above.

4. Which one of the following requirements applies to storing linen?
   (a) The linen must be kept in an airtight room.
   (b) The linen must be kept in a moist cupboard.
   (c) The linen must be kept on a bathroom shelf.
   (d) The linen must be kept aired by being stored in a warm room with slatted shelves.

5. The tasks of a seamstress include:
   (a) repairing guests’ articles on return from the laundry or dry-cleaner.
   (b) cooking for the staff.
   (c) delivering room service.
   (d) cleaning the guests’ rooms.
6. The linen keeper must have a fair knowledge of:
   (a) the kitchen.
   (b) the reception area.
   (c) the quality and quantity of linen in the stock room.
   (d) the bar area.

7. In most hotels bed linen is changed:
   (a) every day.
   (b) once a month.
   (c) once a week.
   (d) every hour.

8. There are a number of ways in which the housekeeping department can reduce costs. These include:
   (a) standardisation.
   (b) careful selection and training of staff.
   (c) mechanisation.
   (d) All of the above.

9. A capital budget:
   (a) is not used in an establishment.
   (b) shows the amount of money that can be spent on capital expenditure.
   (c) is only used by the bar manager.
   (d) is a budget used by the linen keeper.

10. One of the aims of costing in housekeeping is:
    (a) to establish the costs associated with food and beverages.
    (b) to establish the costs associated with food.
    (c) to establish the costs associated with beverages.
    (d) to establish the costs associated with the department, the products that will be used and the services that will be provided.

(ii) **TRUE OR FALSE QUESTIONS**

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

1. Staff should never leave chemicals unattended in areas where children can come into contact with the chemicals.

2. Fabrics that tend to shrink should be dry-cleaned.

3. Once a month, every room in the hotel must be cleaned. This includes the vacant rooms, which are checked, cleaned, and dusted where necessary.

4. The worksheet is used by the supervisor to hand back rooms to reception.

5. When entering a guest's room, the room attendant must remember to do so politely. [5 × 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. the main causes of accidents</td>
<td>(a) comfort and reassure the injured person</td>
</tr>
<tr>
<td>2. when an accident happens, do the following:</td>
<td>(b) the medical officer for health must be informed immediately</td>
</tr>
<tr>
<td>3. if an infectious disease is contracted by an employee or guest in a hotel</td>
<td>(c) poor maintenance</td>
</tr>
<tr>
<td>4. smoking</td>
<td>(d) used for most types of fires</td>
</tr>
<tr>
<td>5. extinguishers with dry chemical powder</td>
<td>(e) a room or area is cleaned in a particular sequence</td>
</tr>
<tr>
<td>6. grandmaster key</td>
<td>(f) to promote health and safety</td>
</tr>
<tr>
<td>7. submaster key</td>
<td>(g) usually opens a section of rooms</td>
</tr>
<tr>
<td>8. buildings are cleaned</td>
<td>(h) used in the removal of harmful bacterial microbes</td>
</tr>
<tr>
<td>9. conventional cleaning</td>
<td>(i) a key that can double lock a door and no one can gain entrance to the door until the grand master unlocks it again</td>
</tr>
<tr>
<td>10. disinfectants</td>
<td>(j) should be banned in as many areas as possible</td>
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</tbody>
</table>
SECTION B: SHORT QUESTIONS (10 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1

Briefly explain the two main responsibilities of the housekeeping department. [2]

QUESTION 2

Differentiate between 'interdepartmental' communication and 'intradepartmental' communication. [4]

QUESTION 3

(a) Give one reason why housekeeping is important. (1)

(b) While the housekeeping department is not generally subjected to safety threats, there are a few safety threats that the housekeeping department must be aware of. Name the three safety threats. (3) [4]

[10]
SECTION C: LONG ANSWER QUESTIONS (40 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1

(a) List the types of fillings that can be used in pillows. (5)

(b) Give five of the most common fabrics used in hotels. (5) [10]

QUESTION 2

There are a number of contract services available to the housekeeping department. Identify five advantages of contract services. [5 × 2 = 10]

QUESTION 3

(a) Identify five methods that can be used to eradicate bed bugs from guests’ rooms. (5 × 2 = 10)

(b) Once the budget has been approved by the Board of Directors and the General Manager, the housekeeper will be committed to operate within the limits expressed in the budget.

List five expenses that will be included in this budget. (5 × 2 = 10) [20]
SECTION D: INTERPRETATIVE QUESTIONS (20 MARKS)

ANSWER ONE OF THE QUESTIONS

QUESTION 1

(a) Hotels have different policies regarding the turn-down procedure. In your own words describe five of these policies. (5 × 2 = 10)

(b) Once you have completed the cleaning of the room, it is necessary to check the room to ensure that all areas have been cleaned. Which five reports should be submitted to the housekeeper after the final check of the room? (5 × 2 = 10) [20]

OR

QUESTION 2

List ten cleaning materials needed by the room attendants on their trolleys when cleaning rooms. [10 × 2 = 20]

OR

QUESTION 3

(a) Identify and explain the meaning of the following room status codes and terminology:
   i. NG
   ii. NP or DN
   iii. ED
   iv. DND
   v. VD (5 × 2 = 10)

(b) Identify five personal attributes that a room attendant should display. (5 × 2 = 10) [20]

[20]

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