NOVEMBER 2013 EXAMINATION

DATE: 6 NOVEMBER 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 (10 MARKS)
(ii) 5 TRUE OR FALSE QUESTIONS (10 MARKS)
(iii) 10 MATCHING-STATEMENT QUESTIONS (10 MARKS)

ANSWER ALL THE QUESTIONS

SECTION B: CONSISTS OF 3 SHORT QUESTIONS

ANSWER ALL THE QUESTIONS (10 MARKS)

SECTION C: CONSISTS OF 3 LONG ANSWER QUESTIONS

ANSWER ALL THE QUESTIONS (40 MARKS)

SECTION D: CONSISTS OF 3 INTERPRETATIVE QUESTIONS

ANSWER ONE OF THE QUESTIONS (20 MARKS)

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. This is the main method of insect control:
   (a) cold water mixed with bicarbonate of soda.
   (b) warm water mixed with bicarbonate of soda.
   (c) warm water mixed with salt.
   (d) insecticides.

2. Contact insecticides are:
   (a) absorbed by the lungs of the insect.
   (b) absorbed internally.
   (c) not poisonous.
   (d) absorbed by the external surface of the insect.

3. The three main types of furniture used in the bedrooms of a hotel are:
   (a) wooden furniture, curtains and linen.
   (b) free standing furniture, build in furniture and fitted furniture.
   (c) wooden furniture, a bed and a lamp.
   (d) a lamp, a cupboard and a bed.

4. Care and control of inventory starts with:
   (a) the hotel manager.
   (b) the staff working in the restaurant area.
   (c) the staff that use the items.
   (d) the administration department.

5. Insect infestation can be prevented by:
   (a) keeping on bright lights in the hotel premises.
   (b) the correct building design and efficient maintenance.
   (c) keeping doors closed at all times.
   (d) keeping all windows closed.

6. On a maintenance request docket, the department head will complete:
   (a) the date.
   (b) the request.
   (c) the location.
   (d) the date, the request and the location.
7. A standard is:
   (a) the time it takes staff to perform each task.
   (b) the way an establishment operates under pressure.
   (c) a requested performance for each task.
   (d) how fast each job can be finished.

8. The maintenance staff of a hotel is responsible for:
   (a) looking after the repairs in the rooms.
   (b) room service.
   (c) all new bookings.
   (d) making breakfast for guests in the morning.

9. The maximum number of hours worked per week is laid down by:
   (a) each individual staff member.
   (b) the time available by each staff member.
   (c) the availability of staff.
   (d) the local bargaining council or in legislation.

10. An operating budget is:
    (a) a forecast of the revenues and expenses associated with the running
        of the business on a day-to-day basis.
    (b) a monthly budget.
    (c) a yearly budget.
    (d) a budget that only consists of fixed costs. [10]

(ii) TRUE OR FALSE QUESTIONS

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

1. If you are unsure about how to remove a stain, the general advice is to dry-clean the garment or use enzyme washing powder.

2. Bed corners are mitred to make the bed look neat and presentable.

3. The sub master key will open all doors.

4. Staff should never use bad language or slang.

5. Linen is washed at high temperatures. [5 × 2 = 10]
(iii) **MATCHING-STATEMENT QUESTIONS**

Match the statements in Column B to the terms 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. good housekeeping</td>
<td>(a) its staff</td>
</tr>
<tr>
<td>2. the objective of good housekeeping</td>
<td>(b) supplies a list for early morning teas and calls</td>
</tr>
<tr>
<td>3. a hotel is as good as</td>
<td>(c) is essential in all types of establishments</td>
</tr>
<tr>
<td>4. public cloakrooms</td>
<td>(d) materials and labour costs</td>
</tr>
<tr>
<td>5. the housekeeper will liaise with reception on this matter</td>
<td>(e) they are responsible for cleaning offices and public rooms</td>
</tr>
<tr>
<td>6. head porter</td>
<td>(f) when a guest wants to extend his or her stay</td>
</tr>
<tr>
<td>7. public area attendants</td>
<td>(g) form part of the public areas of the hotel</td>
</tr>
<tr>
<td>8. housekeeping staff’s uniform</td>
<td>(h) done by two or more people in a certain area</td>
</tr>
<tr>
<td>9. team cleaning</td>
<td>(i) to ensure maximum comfort, cleanliness and service for the guest</td>
</tr>
<tr>
<td>10. an example of the basic costs in a establishment</td>
<td>(j) closed flat shoes that are comfortable</td>
</tr>
</tbody>
</table>
SECTION B: SHORT QUESTIONS (10 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Explain what you understand by the term 'motivation'. [2]

QUESTION 2
Name two types of records that can help housekeepers organise their departments to improve efficiency. [2]

QUESTION 3
List three reasons for fires in hotels that often start in the housekeeping areas. [3 × 2 = 6] [10]
SECTION C: LONG ANSWER QUESTIONS (40 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
(a) Conduct refers to the acceptable behaviour that is expected of someone when at work.

Name five points of conduct which is expected of housekeeping staff. (5)

(b) Name five main causes of accidents in the housekeeping department. (5) [10]

QUESTION 2
List ten duties of the executive housekeeper. [10]

QUESTION 3
(a) Discuss briefly five reasons why housekeeping is so important. (5 x 2 = 10)

(b) Explain five responsibilities of a valet. (5 x 2 = 10) [20]

[40]
SECTION D: INTERPRETATIVE QUESTIONS (20 MARKS)

ANSWER ONE OF THE QUESTIONS

QUESTION 1

(a) Give five reasons why communication is necessary in the housekeeping department. (5 × 2 = 10)

(b) Name and discuss briefly five ways to increase the motivation of staff. (5 × 2 = 10)

OR

QUESTION 2

Name ten typical requirements for the layout of the linen room and why you think they are necessary. [10 × 2 = 20]

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