



ZIMBABWE

MINISTRY OF HIGHER AND TERTIARY EDUCATION

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

TOURISM AND HOSPITALITY MANAGEMENT

SUBJECT: Housekeeping II

PAPER NO: 534/S09

NOVEMBER 2011 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five (5) questions.
2. Each question carries 20 marks.

This paper consists of 3 printed pages.

QUESTION 1

- a) State the duties of the Housekeeping Supervisor. (5 marks)
- b) Describe the role of Housekeeping management in the Housekeeping department. (10 marks)
- c) Explain the first aid procedure to be carried out in the following:
 - (i) Shock. (2 ½ marks)
 - (ii) Fainting. (2 ½ marks)

QUESTION 2

- a) Identify any four (4) types of pests found in Housekeeping establishments and explain the type of damage they may cause. (12 marks)
- b) Suggest two (2) ways of controlling each of the pests identified above. (8 marks)

QUESTION 3

- a) State any five (5) factors which may be considered when selecting wall coverings. (5 marks)
- b) Justify where the following wall coverings may be suitable:
 - (i) Wall paper. (4 marks)
 - (ii) Water based paints. (4 marks)
 - (iii) Glazed ceramic tiles. (4 marks)
 - (iv) Face brick. (3 marks)

QUESTION 4

Discuss improvements and alterations which may be done to a bedroom with en-suite to suit the functionality of disabled persons. (10 marks)

QUESTION 5

- a) Explain the following treatments for cotton fabrics:
 - (i) Mercerising. (2 ½ marks)
 - (ii) Shrink resistance. (2 ½ marks)
 - (iii) Crease resistance. (2 ½ marks)
 - (iv) Flame proofing. (2 ½ marks)
- b) Cite five examples of fabrics made from cotton and what they are used for. (10 marks)

QUESTION 6

- a) Explain three (3) colour schemes that can be selected from a colour wheel. (9 marks)
- b) Cite the factors which may be considered when planning an interior design concept. (8 marks)

QUESTION 7

- a) Describe how energy may be saved in hotels. (10 marks)
- b) Enlighten your subordinates on how they ensure that the level of heating is comfortable for guests. (10 marks)

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