



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
SCIENCE AND TECHNOLOGY DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

TOURISM AND HOSPITALITY MANAGEMENT

SUBJECT: Housekeeping II

PAPER NO: 534/SO9

DURATION: 3 Hours

OCTOBER/NOVEMBER 2014 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

The work of a housekeeper is purely a management function. Support this view giving details. (20 marks)

QUESTION 2

Explain in detail any ten (10) features which can be added to the building of the hotel meant for the safety and security of the guest. (20 marks)

QUESTION 3

- a) With the rising cost of electricity in Zimbabwe, explain ten (10) different ways in which the housekeeper can use to save on electricity. (10 marks)
- b) Filament lamps or lights need to be concealed as much as possible with fittings and shades. Give ten (10) points you would consider when choosing fittings and lamp shades. (10 marks)

QUESTION 4

Analyse the following ventilation systems giving the advantages and disadvantages of each system:

- a) Natural ventilation
 - b) Mechanical ventilation
- (20 marks)

QUESTION 5

- a) Explain how the following colours are formed on the colour wheel giving examples:
 - i) Primary colour
 - ii) Secondary colour
 - iii) Tertiary colour(10 marks)
- b) Explain the five (5) colour schemes that you can use to come up with an interior decor design. (10 marks)

QUESTION 6

Identify the following common pests in housekeeping and suggest two (2) ways of eliminating each pest:

- a) rats and mice
- b) wet rot
- c) bed bugs
- d) moths
- e) cockroaches

(20 marks)

QUESTION 7

Soft furnishings play a key role in the appearance of room interiors. Identify any five (5) soft furnishings and describe the roles played by each in room interiors. (20 marks)

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