



ZIMBABWE

MINISTRY OF HIGHER AND TERTIARY EDUCATION

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL FOUNDATION CERTIFICATE

IN

HOUSEKEEPING

SUBJECT: Housekeeping Theory

PAPER NO: 125/S01

OCTOBER/NOVEMBER 2012 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATES

Answer ALL questions.

This paper consists of 3 printed pages.

SECTION A

QUESTION 1

- a) Name five (5) areas which should be taken care of by the housekeeping department in a large hotel. (5 marks)
- b) Explain the attributes of a good housekeeper listed below. (5 marks)
- i) Pleasant personality
 - ii) Fair and just
 - iii) A sense of humour
 - iv) Strong heart and good feet
 - v) Loyalty to the establishment

QUESTION 2

- a) Name the important roles of the Front Office and Maintenance departments to House Keeping. (5 marks)
- b) List the problems that the room maid may encounter in any hotel during the course of her work. (5 marks)

QUESTION 3

Explain the roles/duties of the following personnel in housekeeping:

- a) Valet
 - b) Cloakroom attendant
 - c) Assistant housekeeper
 - d) Florists
 - e) Laundry hand
- (10 marks)

QUESTION 4

- a) Describe how the house keeper can ensure security in the department. (5 marks)
- b) Explain how you can treat an electric shock. (5 marks)

SECTION B

QUESTION 5

Draw and label an organisational chart of a typical housekeeping department in a large hotel. (10 marks)

QUESTION 6

List five (5) equipment used to clean a vacated room. (5 marks)

QUESTION 7

State the procedure for the service of early morning tea. (5 marks)

QUESTION 8

How would you prevent fires occurring in your department as the house keeper? (5 marks)

QUESTION 9

- a) Define the term 'first aid.' (2 marks)
- b) What are the three (3) aims of first aid? (3 marks)

SECTION C

QUESTION 10

Enumerate ten (10) items found in a First Aid box. (10 marks)

QUESTION 11

Describe the causes of accidents in the housekeeping department. (10 marks)

QUESTION 12

List any ten (10) items that are kept in the housekeeping stores. (10 marks)

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