



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

PAPER NO: 534/15/SO9

DURATION: 3 Hours

OCTOBER/NOVEMBER 2015 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1) Answer any five questions.**
- 2) Start each question on a fresh page.**

This paper consists of 2 printed pages.

QUESTION 1

- a) Describe the duties of the following housekeeping personnel:
- i. Executive housekeeper (5 marks)
 - ii. Room attendant. (5 marks)
 - iii. Lobby attendant. (5 marks)
- b) Highlight the advantages and disadvantages of natural ventilation. (5 marks)

QUESTION 2

Discuss improvements and alterations which may be done to a bedroom with en-suite to suit the functionality of disabled person. (20 marks)

✓ QUESTION 3

- a) Explain any ten (10) factors the housekeeper would consider in choosing a floor finish. (10 marks)
- b) Analyse the importance of lighting in interior decoration. (10 marks)

× QUESTION 4

Discuss the role of any five (5) furnishings in room interiors. (20 marks)

QUESTION 5

Examine any five (5) pests which affect articles and fabrics in the housekeeping department. (20 marks)

× QUESTION 6

Analyse the five (5) basic requirements that establishments should meet in the system of waste disposal. (20 marks)

QUESTION 7

- a) Outline any ten (10) features which can be used to enhance safety and security of the guest at the hotel establishment. (10 marks)
- b) As a housekeeper explain how you would ensure prevention of accidents in the department. (10 marks)

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