



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

TOURISM AND HOSPITALITY MANAGEMENT

MODULE: Housekeeping

PAPER NO: 333/22/M02

DURATION: 3 Hours

MAY / JUNE 2024 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer all questions.**
- 2. Start each question on a new page.**

This paper consists of 3 printed pages.

QUESTION 1

- a) Define the term cleaning. (2 marks)
- b) Give five (5) reasons for cleaning. (5 marks)
- c) Outline any five (5) attributes of a good room maid. (5 marks)

QUESTION 2

- a) Describe first aid tasks in providing remedies for:
 - i) Shock (4 marks)
 - ii) Faint (4 marks)
- b) Explain any five (5) ways of preventing accidents in the housekeeping department. (5 marks)

QUESTION 3

- a) Examine any five (5) tasks carried out in cleaning a vacant room. (5 marks)
- b) Identify any five (5) areas that the housekeeping supervisor checks after cleaning of a guest room. (5 marks)
- c) Discuss any five (5) advantages of Team cleaning method. (5 marks)

QUESTION 4

- a) Outline any five (5) disadvantages of hiring linen. (5 marks)
- b) Highlight any five (5) ways room maids ensure good care and maintenance of cleaning equipment. (5 marks)

QUESTION 5

- a) Examine five (5) benefits of dry cleaning. (5 marks)
- b) State any five (5) cleaning agents used in the housekeeping department. (5 marks)

QUESTION 6

- a) Explain five (5) ways of controlling pests in the housekeeping department. (5 marks)
- b) Outline any five (5) functions of lighting in interior decoration. (5 marks)
- c) Highlight any five (5) tasks carried out by a laundry maid. (5 marks)

QUESTION 7

- a) Identify any five (5) factors considered when choosing fabrics. (5 marks)
- b) Describe any five (5) reports found in the housekeeping department. (10 marks)

QUESTION 8

Discuss any five (5) factors considered when choosing a waste disposal method to use at a hotel. (10 marks)

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