



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

TOURISM AND HOSPITALITY MANAGEMENT

SUBJECT: Housekeeping

PAPER NO: 534/15/S09

DURATION: 3 hours

MARCH/APRIL 2023 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

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

This paper consists of 3 printed pages.

QUESTION 1

- a) Explore the duties of the following housekeeping personnel:
- i) Lobby attendant (4 marks)
 - ii) Executive housekeeper (4 marks)
- b) Evaluate any four (4) benefits of embracing current trends in hospitality management. (8 marks)

QUESTION 2

- a) Describe any four (4) colour schemes that can be selected from a colour wheel. (8 marks)
- b) Examine the merits and demerits of using fresh flowers in accommodation establishments. (8 marks)

QUESTION 3

- a) Analyse the functions of the following aspects of design:
- i) Colours (4 marks)
 - ii) Lighting (4 marks)
- b) Explain in detail how loss of heat can be prevented in accommodation establishments. (8 marks)

QUESTION 4

The availability of electricity in accommodation facilities can be affected by power cuts. Explore five (5) alternative lighting systems that can be used and suggest one area where each could be used. (10 marks)

QUESTION 5

- a) Justify the importance of ventilation in hotels. (8 marks)
- b) Describe two (2) ways of eradicating each of the following pests common in residential establishments:
- i) Rats and mice (2 marks)
 - ii) Bed bugs (2 marks)
 - iii) Moths (2 marks)
 - iv) Cockroaches (2 marks)

QUESTION 6

- a) Distinguish landfill from recycling as methods of waste disposal. (5 marks)
- b) Explain five (5) considerations to be made in the hygienic disposal of waste materials in the hotel establishment. (5 marks)

QUESTION 7

- a) As an executive housekeeper, advise staff on eight (8) ways of preventing accidents in the housekeeping departments. (8 marks)
- b) Distinguish four (4) advantages and four (4) disadvantages of using cotton in the housekeeping department. (8 marks)

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