



**ZIMBABWE**

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL  
(HEXCO)**

**NATIONAL CERTIFICATE**

**IN**

**TOURISM AND HOSPITALITY MANAGEMENT**

**SUBJECT: Accommodation Studies**

**PAPER NO: 333/13/S13**

**DURATION: 3 HOURS**

**OCTOBER/NOVEMBER 2014 EXAMINATION**

**REQUIREMENTS**

**INSTRUCTIONS TO CANDIDATE**

**Answer ALL Questions in Section a and Section B**

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*This paper consists of 4 printed pages.*

**SECTION A**

QUESTION 1

- a) Outline any five duties of a front office cashier. (5 marks)
- b) List any five purposes of an organisation hierarchy. (5 marks)

QUESTION 2

- a) Floor limit
- b) Block
- c) No post status
- d) Release hour
- e) P.I.A. List (10 marks)

QUESTION 3

Discuss classification of hotels by level of service (10 marks)

QUESTION 4

- a) List any ten front office forms maintained in non-automated hotels. (5 marks)
- b) Outline function of each of the following front office equipment.
  - i) Room rack
  - ii) Credit card imprinter
  - iii) Information rack
  - iv) Folio tray
  - v) Electronic locking machine (5 marks)

QUESTION 5

- a) Explain any five ways front office personnel ensure security of guests and their valuables. (5 marks)
- b) Give any five reasons why it is important to attend to guest complaints once they are passed on to the reception. (5 marks)

**SECTION B**

QUESTION 6

- a) State use of each of the following equipment and cloths:
  - i) Squeegees
  - ii) Rags
  - iii) Swab
  - iv) Druggets
  - v) Vacuum cleaner (5 marks)
- b) Identify four ways of ensuring good care of equipment. (4 marks)
- c) Define cleaning (1 mark)

QUESTION 7

- a) Give any five types of cleaning agents the housekeeper will normally supply a maid. (5 marks)
- b) State any five points to remember when removing stains. (5 marks)

QUESTION 8

- a) Give any four pests found in the housekeeping department. (2 marks)
- b) Outline any eight duties or responsibilities of linen room staff. (8 marks)

QUESTION 9

- a) Highlight the procedure of daily cleaning of a bathroom (with tiles and floor) (7 marks)
- b) List any three examples of abrasives used in cleaning (3 marks)

QUESTION 10

- a) Identify any six problems a maid may encounter in any hotel during the course of her cleaning. (6 marks)
- b) Give any four measures that help prevent falls in the housekeeping department. (4 marks)

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