

**SECTION A: (40 marks)**

*Answer ALL questions in this section.*

1. Highlight **four** precautions to take to prevent employee theft in housekeeping department. (4 marks)
2. Outline **five** work habits that would prevent Falls. (5 marks)
3. Explain the steps to take in the following circumstances:
  - (i) bleeding; (3 marks)
  - (ii) fainting. (3 marks)
4. Describe how to remove perspiration stain from a white cotton blouse. (3 marks)
5. Outline **four** practices for effective inventory control for linen. (4 marks)
6. Describe the procedure a room-attendant uses when entering a guest-room. (4 marks)
7. State **four** purchase considerations when buying housekeeping equipment. (4 marks)
8. Explain the use of abrasives in Housekeeping. (3 marks)
9. State **three** advantages of using carpets on floors. (3 marks)
10. Discuss wallpaper as a method of finishing walls. (4 marks)

**SECTION B: (60 marks)**

*Answer any THREE questions from this section.*

11. (a) Guest security is a priority to hotel management.
  - (i) Discuss the circulation and care of master key. (5 marks)
  - (ii) Outline **five** precautional measures for guest safety. (5 marks)
- (b) Describe how blockage of laundry sink can be avoided and procedure for unblocking. (10 marks)

12. (a) Explain the use of the following liquid agents in housekeeping:
- (i) ammonia;
  - (ii) methylated spirit;
  - (iii) vinegar;
  - (iv) turpentine;
  - (v) paraffin.
- (10 marks)
- (b) Explain **five** problems which may be encountered by a room's maid in the course of her job. (10 marks)
13. (a) Describe the following types of shift:
- (i) straight;
  - (ii) split;
  - (iii) rotating;
  - (iv) alternating.
- (8 marks)
- (b) (i) State **four** reasons for cleaning. (4 marks)  
(ii) Explain **four** factors to be considered when choosing a cleaning method. (8 marks)
14. (a) (i) Identify **five** finishing touches that make hotel housekeeping unique. (5 marks)  
(ii) Outline **five** considerations when carrying out hospital-housekeeping. (5 marks)
- (b) Explain **five** storage conditions for housekeeping equipment. (10 marks)
15. (a) Highlight **five** points on how cost can be reduced in housekeeping department. (5 marks)
- (b) Outline **five** considerations made when scheduling staff. (5 marks)
- (c) Explain **five** reasons why discipline in housekeeping staff is important. (10 marks)