

WORKFORCE DEVELOPMENT AUTHORITY – WDA
Empowering people with employable skills and entrepreneurship capacity

P. O. BOX 2707 KIGALI – RWANDA
Tel: (+250) 255113365
E-mail: info@wda.gov.rw
Website: www.wda.gov.rw

Signature

MARKING OF TVET NATIONAL EXAMS, 2012
ADVANCED LEVEL NATIONAL EXAMINATIONS 2012
PROFESSIONAL AND TECHNICAL OPTIONS

SUBJECT: HOUSEKEEPING

OPTION: HOTEL OPERATIONS (HOT)

DURATION: 75MINUTES

INSTRUCTIONS:

*This paper consists of two sections: **A and B.***

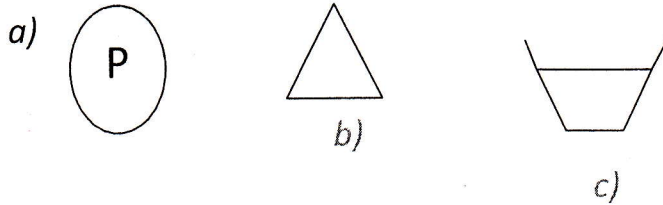
SECTION A: Answer *all* the questions. **(25marks)**

SECTION B: Answer *three* questions of your choice. **(15marks)**

9

Section A: Answer all the questions. (25marks)

- 01. Define "cleaning". (2marks)
- 02. Describe the role of abrasive in the cleaning process. (2marks)
- 03. Least down the reasons why we must do the cleaning every time? (4marks)
- 04. Indicate the factors to consider for choosing cleaning agents. (4marks)
- 05. Name three manual equipments required for the cleaning process. (3marks)
- 06. Explain the following laundry symbols:



(4marks)

- 07. Name three cleaning steps for laundering of linen, soft furnishings and clothing. (3marks)
- 08. Indicate five categories of stain removal agents. (3marks)

Section B: Answer only three questions. (15marks)

- 09. Indicate procedures for removal of blood stain. (5marks)
- 10. Explain the importance of housekeeping department in a Hotel? (5marks)
- 11. Explain the properties of good detergents. (5marks)
- 12. Explain the process for daily cleaning of an occupied room. (5marks)
- 13. a) Explain the role of the following agents in the cleaning process? (5marks)

- a) Bleaches
- b) Ammoniac
- c) Polishes
- d) Organic solvents

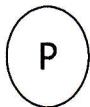
(5marks)

GRID RESPONSE

Section A: Answer all the questions

1. Cleaning is define as process for removing dust and dirt
2. Abrasives are cleaning agents used in cleaning process. They are made of coarse material and clean dirty by their scratching action.
3. We must do the cleaning because:
 - It prevents micro –organisms such germs, bacteria, fungus, which are dangerous for health, so it prevents diseases.
 - It shows good appearance thus you become attractive,
 - To preserve material, it will not be destroyed;
 - To look smart in front of people.
4. Factors to consider in the choice of cleaning:
 - Type of siling,
 - Type of use,
 - Their composition,
 - Possible damage to the surface,
 - Toxic or irritating to the skin,
 - Smell,
 - Packaging, -Cost, -Storage and deterioration.
5. Brushes, Mops, Abrasive, Bloom, .

6. a)



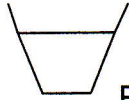
Dry cleanable with white spirit & solvent

b)



Bleaching: use eau de Javel

c)



For washing by hand & machines

7. Three types cleaning are:

- Stain removal
- Washing
- Dry cleaning which including ironing or pressing

8. Categories of stain removal agents

- Organic solvent
- Alkalis
- Acids
- Bleaches
- Enzymes.

9. Removal of blood stain

- Soak in cold water,
- Wash, put into like warm water & boil,
- Bleach in the sun.

10. Role of housekeeping department:

- Cleanliness,
- Bed making,
- Ensuring maintenance of building,
- Laundry,
- Linen management,
- Key control,
- Safety and security of the guests,
- Interior decoration,
- Pest control.

11. Properties of good detergents:

- Good emulsifying power to break up grease,
- Good enable the dirt to be loosened,
- Good wetting power to lower the surface of water and enable the surface to be wetted.
- Good suspending power to prevent disposition of the soiling.

12. Cleaning of an occupied room,

- Open window,
- Strip the bed,
- Emptying waste paper basket and generally tidy room,
- Attend to wash basin, fold towels and check for soap.
- Make bed,
- Adjust window, all furniture
- Mop surrounds, surrey room and close door.

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13. Explain the role of the following agents in the cleaning process?

- a) Bleaches are used for sinks, w.c pans, etc. They are whitening the surface and kill bacteria.
- b) Ammoniac is alkalis and is used to dissolve grease and in stain removal,
- c) Polishes are used to provide a shine by providing a smooth surface.
- d) Organic solvents are used for the removal of grease and water from surfaces example White spirit, carbon tetrachloride.