



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT

(DCAM A09)

PROPERTY MANAGEMENT

END OF SEMESTER EXAMS

SERIES: APRIL/MAY 2010

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

1. The paper consists of **TWO** Sections **A** and **B**.
2. Section **A** is compulsory.
3. Answer any **TWO** questions from Section **B**.
4. ALL answers should be written in Answer Booklet provided.
5. Follow **ALL** Examination Rules.

SECTION A

(Answer **ALL** Questions.)

Question ONE

- (a) Explain **THREE** ways a manager can reduce stress in the work place. (3 Marks)
- (b) Give **FOUR** reasons why equipment made of stainless steel are popular in fine establishments. (4 Marks)
- (c) Explain the **THREE** types of waste that are generated from a catering premises and give an example of each. (6 Marks)
- (d) Outline **FOUR** important actions that employees in a catering premises should take in event of a fire. (8 Marks)
- (e) Explain how the local authority safety disposes liquid waste from urban premises. (5 Marks)
- (f) Give **FOUR** advantages of using mechanical equipment in a catering premises. (4 Marks)

SECTION B

(Answer ANY **TWO** Questions - 40 Marks)

Question TWO

- (a) Fire outbreaks in Catering Premises are becoming common. Explain the responsibilities of a manager in ensuring fire safety. (10 Marks)
- (b) Explain how to care for and clean Electric Cookers. (10 Marks)

Question THREE

- (a) Maintenance work in a hotel can be classified into **TWO**. Describe the **TWO** main types of maintenance. (10 Marks)
- (b) Giving examples, explain the factors to consider in the choice of cooking pans and pots. (10 Marks)

Question FOUR

- (a) Identify and explain **FIVE** stressors that may exist in a catering premises. (10 Marks)
- (b) Explain any **FIVE** types of fire extinguishers and the types of fire they are used for. (10 Marks)

Question FIVE

- (a) Microwave ovens are becoming a regular feature in catering premises.
Explain how a microwave oven works. **(10 Marks)**
- (b) Give and explain **FIVE** natural hazards that a Hotel Manager should
be aware of. **(10 Marks)**