



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT
(DHIM J14, S13)

BHC 2213: ACCOMMODATION MANAGEMENT

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2015

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- *This paper consists of Two printed pages.*

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Name any **TEN** contract services hired by the Housekeeping department. **(10 marks)**
- b) Give the importance of inventory control in a hotel. **(6 marks)**
- c) i) Explain the meaning of the term budgetary control. **(2 marks)**
ii) Outline **FOUR** importances of a budget in a Housekeeper department. **(4 marks)**
- d) Identify **FOUR** areas that briefing by a Housekeeper should cover and indicate the importances or each. **(8 marks)**

SECTION B (Answer any **TWO** questions) 40 Marks

QUESTION 2

- a) Describe **FIVE** managerial duties in Housekeeping department. **(10 marks)**
- b) Explain **FIVE** factors to consider while preparing a duty rota. **(10 marks)**

QUESTION 3

Using examples give a brief description of the following components of work organization

- a) Job specification
- b) Work schedule
- c) Job procedure
- d) Duty rota
- e) Job description **(20 marks)**

QUESTION 4

- a) Describe the Housekeeping evening service. **(10 marks)**
- b) Explain **FOUR** advantages and **SIX** disadvantages of contract labour in an organization. **(10 marks)**

QUESTION 5

- a) Discuss general induction in housekeeping department. **(12 marks)**
- b) Discuss **FOUR** roles of the housekeeping control desk. **(8 marks)**