



TECHNICAL UNIVERSITY OF MOMBASA
School of Humanities & Social sciences

DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

BHT 4302: HOUSEKEEPING AND ACCOMMODATION MANAGEMENT

SUPPLEMENTARY/SPECIAL EXAMINATIONS

SERIES: JUNE/JULY 2015

TIME: 2 HOURS

INSTRUCTIONS:

- Answer question **ONE (Compulsory)** in Section **A** and any other **TWO** questions in Section **B**.

This paper consists of Three printed pages

SECTION A (Compulsory)

QUESTION 1

Room Division operating budget

Room Division Department

Month of October 2014

Revenue

Total room sales 544,509

Allowances & debates 2,709

<i>Net room sales</i>	541,800
Salaries and wages	
Front office	29,925
Housekeeping	43,890
Total salaries and wages	68,815
Payroll taxes and benefits	
Payroll taxes and employee relations	19,393
Employee meals	2,680
Total payroll taxes & benefits	22,073
<i>Total payroll & related</i>	90,888
Other expenses	
Travel commissions	11,110
Outside services	160
Cleaning supplies	1,085
Linen replacements	3,795
Guest supplies	6,550
Glassware	200
Window washing	
Telephone	2,650
Postage	50
Printing and stationery supplies	1,625
Uniforms	180
Laundry supplies	1,630
Incentive plan	1,600
Shuttles van expense	3,026
<i>Total other expenses</i>	33,661
Total expenses	124,549
Departmental profit	417,251

- a) Using the operating budget given, answer the following questions:
1. Calculate the percentage of sales on guest supplies. **(3 marks)**
 2. If the daily room revenue is 22,000 shillings, what is the cost of the guest supplies? **(3 marks)**
 3. If the guest room revenue was increased by 90.3%? **(2 marks)**
 4. What would the cost of guest supplies in October be, if the beginning inventory on October 1st was 15,800 shillings, the purchase for the month was 2,900 shillings, and the physical inventory taken on October 31st was 11,740 shillings? **(4 marks)**
 5. Calculate the projected cost of inventory for the month of October 2014. **(3 marks)**
 6. As the Hotel Controller, what would be your verdict on the control performance of the housekeeping department? **(5 marks)**
- b) Discuss the implication for management of Herzberg's two factor theory. **(10 marks)**

SECTION B (Answer any TWO questions)

QUESTION 2

Henri Fayol proposed that a Manager must practice functions of management. Explain this functions. **(20 marks)**

QUESTION 3

Discuss the pros and cons of an on-premise laundry versus and outside commercial company. **(20 marks)**

QUESTION 4

The hospitality industry is notorious for attracting large numbers of unskilled workers to the housekeeping department. Explain the best training methods to handle this challenge. **(20 marks)**

QUESTION 5

Complete the following questions:

- a) Define multicultural awareness. **(3 marks)**
- b) Explain the benefit of becoming more multiculturally aware. **(7 marks)**
- c) Describe the various work-shift options. **(10 marks)**