



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies
DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

BHT 4302: HOUSEKEEPING AND ACCOMMODATION MANAGEMENT

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: FEBRUARY 2015

TIME: 2 HOURS

INSTRUCTIONS:

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

This paper consists of Two printed pages

SECTION A (Compulsory)

QUESTION 1

Discuss the management responsibilities of the executive housekeeper. **(30 marks)**

SECTION B (Answer any TWO questions)

QUESTION 2

Explain the consideration for purchasing linen. **(20 marks)**

QUESTION 3

Describe the various establishment categories within the hospitality industry. **(20 marks)**

QUESTION 4

Discuss Maslow's theory of motivation.

(20 marks)

QUESTION 5

a) Discuss Fredrick Herzberg two factor theory.

(10 marks)

b) Providing leadership is one aspect of management. Describe the various kinds of leadership.

(10 marks)