



**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)