



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT
(DHIM M13)

BHC 2213: ACCOMMODATION MANAGEMENT

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: FEBRUARY 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) Define the following terms as used in accommodation management. **(10 marks)**
- i) Area inventory list
 - ii) Cleaning schedule
 - iii) Performance standards
 - iv) Productivity standards
 - v) Par level
- b) Explain **FIVE** ways you can use to discipline staff effectively in the housekeeping department. **(10 marks)**
- c) Highlight **TEN** problems that may result from ineffective communication between housekeeping department and other departments in the hotel. **(10 marks)**

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Outline **SIX** importances of using operating budget as a control tool. **(6 marks)**
- b) Discuss the negative impacts of poor safety and security practices on hotel operations. **(14 marks)**

QUESTION 3

- a) Identify and explain **FIVE** possible sources of labour for housekeeping department. **(10 marks)**
- b) Highlight **TEN** responsibilities of the executive housekeeper as per the federal governments OSHA Hazard Communication Standard. **(10 marks)**

QUESTION 4

- a) Explain **FIVE** importances of effective inventory management in housekeeping department. **(10 marks)**
- b) Identify the advantages of having an on-premise laundry as opposed to contracted laundry services in a hotel. **(10 marks)**

QUESTION 5

- a) Explain **SIX** importances of establishing par levels for different types of inventories in housekeeping. **(6 marks)**
- b) Explain **SEVEN** qualities that are important to consider when recruiting housekeeping staff. **(14 marks)**