



**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*

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**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)**