



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATION FOR DIPLOMA IN:

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT (DHIMJ15)

BHC2213: ACCOMMODATION MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: MAY 2016

TIME: 2 HOURS

DATE: Pick Date May 2016

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt Choose instruction.

Do not write on the question paper.

SECTION A (Answer ALL the questions)

30 POINTS

1. (a) Identify TEN communication symbols that may be found in a Supervisors Daily Work Report in the Hotel (10 marks)
- (b) Outline FIVE benefits of a job card (5 marks)
- (c) State TEN housekeeping activities which take place between 3pm and 7pm in the Hotel (10 marks)
- (d) Outline FIVE short term objectives a housekeeping manager can have related to his/her work (5 marks)

Section B

2. (a) Describe general induction in housekeeping department (10 marks)
- (b) Explain FIVE special considerations a housekeeping manager takes while Preparing a duty Rota (10 marks)
3. Write a job specification for a floor supervisor the organization intends to hire (20 marks)
4. (a) Explain FIVE disadvantages of contract labour (10 marks)

5. (b) Explain FIVE advantages of work schedule (10 marks)
- (a) Discuss SIX duties of an executive housekeeper (12 marks)
- (b) Explain FOUR qualities of a good housekeeping supervisor (8 marks)