



# TECHNICAL UNIVERSITY OF MOMBASA

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SCHOOL OF HUMANITIES AND SOCIAL SCIENCES  
DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT  
**UNIVERSITY EXAMINATION FOR THE DEGREE OF:**  
BACHELOR OF TECHNOLOGY IN HOTEL AND HOSPITALITY  
MANAGEMENT (BTHM S14)

BHH 4302: ACCOMODATION MANAGEMENT

END OF SEMESTER EXAMINATION

**SERIES: DECEMBER 2016**

**TIME:2HOURS**

**DATE:**Pick DateDECEMBER 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. AttemptChoose instruction.

**Do not write on the question paper.**

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## **SECTION A (Answer all the questions)**

**30 POINTS**

### **QUESTION ONE**

- Describe the major functions conducted by the Rooms Division department (10 Marks)
- Describe signs in finished linen that point to poor operation in laundry management. (10 marks)
- Discuss the Management Functions and how they relate to accommodation management (10 marks)

## **SECTION B (Answer only TWO questions)**

### **QUESTION TWO**

Explain the steps in risk management in hotels (20 Marks)

### **QUESTION THREE**

Discuss 5 challenges experienced by accommodation manager while running the department (20 marks)

### **QUESTION FOUR**

Explain the importance of scientific management theory as summarized by Taylor's four principles (20 marks)

### **QUESTION FIVE**

Explain the economic benefits of accommodation establishments to any destination (20 Marks)