



# TECHNICAL UNIVERSITY OF MOMBASA

*Faculty of Humanities and Social Studies*

**DEPARTMENT OF HOSPITALITY & TOURISM**

**BACHELOR OF TECHNOLOGY IN HOTEL AND HOSPITALITY  
MANAGEMENT**

**BHH 4302: ACCOMMODATION MANAGEMENT**

SPECIAL SUPPLEMENTARY EXAMINATIONS

**SERIES: SEPT. 2017**

**TIME: 2 HOURS**

## **INSTRUCTIONS:**

- This paper consists of **TWO** Sections **A** and **B**.
- Section **A** is Compulsory. Answer **ALL** questions.
- Answer any **TWO** questions in Section **B**.

### **SECTION A (Compulsory) 30 Marks**

1.

a The executive housekeeper must be concerned with the department's workforce by understanding the dynamics of human behavior. Discuss the above statement in light of Elton Mayo's Human Relations theory. 10 MARKS

b. Describe the major functions conducted by the Rooms Division department 10 MARKS

c. In laundry management describe some of the signs in finished linen that point to a poor operation [ 10 marks

**SECTION B (Answer any two questions)**

2. Discuss 5 challenges experienced in accommodation management [20 MARKS
- 3 Discuss the importance of good customer relations in housekeeping [20 MARKS
4. Explain the steps in risk management in hotels [20 marks