



**TECHNICAL UNIVERSITY OF MOMBASA**

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**SCHOOL OF HUMANITIES AND SOCIAL SCIENCES**

**DEPARTMENT OF HOSPITALITY & TOURISM**

**UNIVERSITY EXAMINATION FOR THE:**

**DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT**

**DHIM M16**

**BHC 2104: PROPERTY MANAGEMENT**

**SERIES: DECEMBER 2016**

**TIME: 2 HOURS**

**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 **THREE** Questions.

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

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**SECTION A (Compulsory) 30 marks**

**Question ONE**

- a) Define the following terms
- (i) Management
  - (ii) Property
  - (iii) Topography
  - (iv) PMS
- (10 marks)**
- b) Explain the care and maintenance of the drainage systems. **(10 marks)**
- c) Describe factors to consider when, planning, design and layout of the catering and accommodation premises. **(10 marks)**

**SECTION B Answer any TWO questions**

2. (a) Explain in details advantages and disadvantages of six types of fuels in a catering premises. **(15 marks)**
- b) Explain quality control approach in property management **(5 marks)**
3. Discuss the functions of the following property management systems in a hotel.
- i) Electronic point of sale
- ii) Reservations
- iii) Stock control systems
- iv) Food & Beverage Management systems **(20 marks)**
4. Disposal of wastes can be cleared using six methods. Discuss. **(20 marks)**
5. a) Describe safety and security measures to be taken in case of fire break, in a hotel. **(10 marks)**
- b) Explain FIVE natural hazards that destroy the property. **(10 marks)**