



**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) Property Management
  - (ii) Quality inspection
  - (iii) Natural Hazards
  - (iv) Catering Premises
  - (v) Total quality management **(10 marks)**
- b) Explain factors to consider when selecting and accommodation premises **(10 marks)**
- c) Discuss functions of the following kitchen components within the premises
  - (i) Ventilation
  - (ii) Lighting
  - (iii) Air Conditioning
  - (iv) Fume extractors (hoods)

**SECTION B: Answer any TWO questions**

2. a) Explain factors to consider when planning design and layout of a catering and Accommodation premises. **(10 marks)**  
b) Discuss FIVE parties involved in the design team. **(10 marks)**
3. a) Explain in details FOUR major areas of responsibilities for the property manager. **(10 marks)**  
b) Explain four quality approaches for the property to be managed **(10 marks)**
4. State and briefly explain the types of services required in accommodation and catering premises. **(20 marks)**
5. Classify three types of waste and explain the methods of clearing and disposing each of the named. **(20 marks)**

