



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

UNIVERSITY EXAMINATION FOR:
DIPLOMA IN CATERING AND ACCOMMODATION
MANAGEMENT (DCAM S18)

HHC 2210: PROCUREMENT FOR THE HOSPITALITY INDUSTRY
END OF SEMESTER EXAMINATION

SERIES: AUGUST 2019

TIME: 2 HOURS

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt question one and any other two questions.

Do not write on the question paper.

QUESTION ONE

a). Define the following terms as used in the procurement process within the hospitality industry
(10 marks)

i). Optimal inventory level

ii). Par-stock levels

iii). Correct ordering time

iv). Reorder Point

v). Lead time

b). List down any ten (10) pieces of information to be contained in a purchase specification for beef steak. (10mks)

c). Highlight five (5) factors to considered when selecting suppliers for the hospitality industry. (5 marks)

d). Name any five (5) documents used to enhance operations in any procurement department in the hospitality industry (5 mks)

QUESTION TWO

a). Name six (6) principles of the right purchasing in hospitality firms (6marks)

b). Describe five merits of centralized style of purchasing in the hospitality industry. (10 marks)

c). Highlight any four (4) points on how technology has improved customer service in the hospitality industry (4 marks)

QUESTION THREE

a). Highlight eight (8) security problems that may be experienced in any procurement department (8 mks)

b). Discuss six (6) factors to consider when selecting suppliers for the hospitality supplies. (12 mks)

QUESTION FOUR

a). Name four types of documents used in receiving and storing in a procurement department (4 mks)

b). Explain why it is important to locate purchasing department at a strategic point for the hospitality users (6 marks)

c). Discuss how E-procurement has enhanced cost control in the hospitality industry. (10 marks)

QUESTION FIVE

a). Discuss five duties of a purchasing officer. (10 marks)

b). Describe five demerits of a decentralized style of purchasing for the hospitality firms. (10 marks)