



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT

(DHIM J13)

BHC 2213: ACCOMMODATION MANAGEMENT THEORY

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2014

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- ***This paper consists of Two printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Identify **FOUR** possible reasons for incorrect status reported in front desk. **(4 marks)**
- b) List **TEN** contract services hired by the housekeeping department. **(5 marks)**
- c) Highlight **SEVEN** areas that should be covered during housekeeping departmental meetings. **(7 marks)**
- d) Outline **FOUR** importances of a budget in the housekeeping department. **(4 marks)**
- e) State the importance of performance appraisal to the employee. **(4 marks)**
- f) Give the importances of inventory control in a hotel. **(6 marks)**

SECTION B (Answer any **TWO** questions) **40 Marks**

QUESTION 2

- a) Explain **SIX** duties of an Executive housekeeper. **(12 marks)**
- b) Discuss communication between the front office and housekeeping in a housekeeping day. **(8 marks)**

QUESTION 3

- a) Explain the importance of each of the following components of work in an organization:
 - i) Job specification
 - ii) Duty rota
 - iii) Job procedure
 - iv) Work schedule
 - v) Job description**(10 marks)**
- b) Explain **FOUR** advantages and **SIX** disadvantages of contract labour in an organization. **(10 marks)**

QUESTION 4

- a) Describe **FOUR** types of information passed from the staff to management in housekeeping department. **(8 marks)**
- b) Explain **SIX** areas covered during briefing by a housekeeper. **(12 marks)**

QUESTION 5

- a) Explain any **SIX** legal obligations of the staff in housekeeping department. **(12 marks)**
- b) Discuss **FOUR** roles of the housekeeping control desk. **(8 marks)**