



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN TOUR AND TRAVEL OPERATIONS

(CTTO A08)

CUSTOMER CARE

END OF SEMESTER EXAMS

SERIES: APRIL/MAY 2010

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

1. The paper consists of **TWO** Sections **A** and **B**.
2. Section **A** is compulsory.
3. Answer any **TWO** questions from Section **B**.



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FACULTY OF BUSINESS AND SOCIAL STUDIES



DEPARTMENT OF HOSPITALITY AND TOURISM

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT (DCAM A09)

END OF SEMESTER EXAMINATIONS

SUPPLEMENTARY

APRIL/MAY 2010 SERIES

PROPERTY MANAGEMENT

TIME: 2 HOURS

Instructions

1. This paper consists of **TWO** Sections **A & B**.

- Answer **ALL** Questions in Section A.
Answer **TWO** Questions in Section B.
2. ALL Answers should be written in Answer Booklet provided.
 3. Follow **ALL** Examination Rules.

SECTION A : **Answer ALL Questions**

Question ONE

- (a). Explain **THREE** ways a manager can reduce stress in the work place. (3 Marks)
- (b). Give **FOUR** reasons why equipment made of stainless steel are popular in fire establishments. (4 Marks)
- (c). Explain the **THREE** types of waste that are generated from a catering premises and give an example of each. (6 Marks)
- (d). Outline **FOUR** important actions that employees in a catering premises should take in event of a fire. (8 Marks)
- (e). Explain how the local authority safety disposes liquid waste from urban premises. (5 Marks)
- (f). Give **FOUR** advantages of using mechanical equipment in a catering premises. (4 Marks)

SECTION B : **Answer ANY TWO Questions (40 Marks)**

Question TWO

- (a). Fire outbreaks in Catering Premises are becoming common. Explain the responsibilities of a manager in ensuring fire safety. (10 Marks)
- (b). Explain how to care for and clean Electric Cookers. (10 Marks)

Question THREE

- (a). Maintenance work in a hotel can be classified into **TWO**. Describe the **TWO** main types of maintenance. (10 Marks)
- (b). Giving examples, explain the factors to consider in the choice of cooking pans and pots. (10 Marks)

Question FOUR

- (a). Identify and explain **FIVE** stressors that may exist in a catering premises. (10 Marks)
- (b). Explain any **FIVE** types of fire extinguishers and the types of fire they are used for. (10 Marks)

Question FIVE

- (a). Microwave ovens are becoming a regular feature in catering premises. Explain how a microwave oven works. **(10 Marks)**
- (b). Give and explain **FIVE** natural hazards that a Hotel Manager should be aware of. **(10 Marks)**