TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL MANAGEMENT

(DHM J12)

BHC 2213: ACCOMODATION MANAGEMENT

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2013

TIME: 2 HOURS

<u>**INSTRUCTIONS:**</u>

− 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) Outline **FIVE** housekeeping activities which take place 6.30am and 1.00pm in Hotels.   **(5 marks)**

b) Identify **TEN** communication symbols that may be found in a supervisors Daily Work Report.
   (10 marks)

c) Identify the importance of the following in housekeeping department:
   i) Regular inspection   **(4 marks)**
   ii) Spot-checking   **(2 marks)**

d) State the importance of carrying out stock taking in housekeeping department.   **(2 marks)**
e) Point out **TWO** purposes that time card control serve.   **(2 marks)**
f) Explain why employee performance appraisal is carried out in housekeeping department. **(2 marks)**
g) Give **THREE** advantages of carrying out induction and training sessions in housekeeping department.   **(3 marks)**

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

QUESTION 2

a) Identify **FOUR** areas that briefing by a Housekeeper should cover and indicate the importance of each area.   **(8 marks)**

b) Explain SIX duties of a Housekeeper in a University Hall of Residence.   **(12 marks)**

QUESTION 3

Give a brief description of the following components of work organisation
a) Job specification
b) Work schedule
c) Job procedure
d) Duty rota
e) Job description   **(20 marks)**

QUESTION 4

a) Describe **FIVE** types of communication reported by Housekeeping staff to the management.
   (10 marks)
b) Explain **FIVE** factors to consider while preparing a duty rota.   **(10 marks)**
QUESTION 5

Explain **FIVE** advantages and **FIVE** disadvantages of contract labour.   **(20 marks)**