



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL MANAGEMENT

(DHM M12)

BHC 2213: ACCOMODATION MANAGEMENT

END OF SEMESTER EXAMINATIONS

SERIES: AUGUST 2013

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) i) Outline FOUR importance of a budget in the Housekeeping Department. (4marks)
ii) Explain the meaning of the term 'Budgetary control'. (2marks)
- b) Identify (i) FIVE advantages and (ii) FOUR disadvantages of contract labour in the Housekeeping department. (9marks)
Name any TEN contract services hired by the Housekeeping department. (5marks)
- c) Outline the Importance of Time Card Control. (2marks)
- d) State the importance of performance Appraisal to an employee. (2marks)
- e) Highlight six areas that should be covered during Housekeeping department meetings. (6marks)

SECTION B

QUESTION 2

- a) Discuss communication between the front office and Housekeeping in a Housekeeping say. (10marks)
- b) Describe FIVE types of Registers and files maintained by the Housekeeping control Desk. (10marks)

QUESTION 3

- a) Describe the Housekeeping Evening Service. (10marks)
- b) Explain the Importance of the following components of work of the following components of work organization.
 - i) Job specification
 - ii) Duty Rota
 - iii) Job procedure
 - iv) Work schedule
 - v) Job description (10marks)

QUESTION 4

Discuss (a) General induction six specific induction of staff in Housekeeping Department (2marks)

QUESTION 5

- a) Explain Any SIX legal obligations of the staff in Housekeeping department. (12marks)
- b) Describe FOUR types of Information passed from the staff to management in Housekeeping department. (8marks)