



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT

(DHIM J13)

BHC 2104: PROPERTY MANAGEMENT

END OF SEMESTER EXAMINATIONS

SERIES: DECEMBER 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 Three printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Explain the following terms:
- i) Ergonomics (2 marks)
 - ii) Property management (2 marks)
 - iii) Catering systems (2 marks)
 - iv) Work flow (2 marks)
 - v) Catering outlet (2 marks)
- b) Explain building fabric, giving eight types. (10 marks)
- c) State ten(10) categories of catering outlets. (10 marks)

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Discuss ten (10) factors to consider when choosing premises location. (10marks)
- b) Explain where the following area would be located:
- i) Goods entrance (2 marks)
 - ii) Dry goods store (2 marks)
 - iii) The chef's larder (2marks)
 - iv) Vegetable store (2marks)
 - v) Hand washing sink (2marks)

QUESTION 3

- a) Explain the term maintenance. (2marks)
- b) State three functions of maintenance (6 marks)
- c) Discuss the following maintenance procedures:
- i) Preventive maintenance (3marks)
 - ii) Corrective maintenance (3marks)
 - iii) Planned maintenance (3marks)
 - iv) Running maintenance (3marks)

QUESTION 4

- a) Explain the term first aid. (2marks)
- b) State eight (8) contents of a first aid kit. (8 marks)
- c) Discuss how you would handle the following accidents likely to occur in a catering premise.
- Cuts and grazer (5marks)
 - Burns & scales (5marks)

QUESTION 5

- a) Explain five (5) main services in a catering establishment. (5 marks)
- b) Explain five (5) advantages and three disadvantages of electricity as a source of energy. (8marks)

c) Discuss seven (7) common faults and failures that can occur in water systems in a premise. (7marks)