



# TECHNICAL UNIVERSITY OF MOMBASA

*Faculty of Business & Social Studies*

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL MANAGEMENT

(DHM S12)

**BHC 2213: ACCOMODATION 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 Two printed pages.***

## **SECTION A (Compulsory) 30 Marks**

### **QUESTION 1**

- a) Differentiate between the following terms giving Three EXAMPLES for each. (10 marks)
- a) Recycled Inventories
  - b) Non-recycled inventories

### **QUESTION 2**

Highlight FIVE importance of having following documents in housekeeping inventory management. (10 marks)

- a) Area inventory list
- b) Frequency schedule.

### **QUESTION 3**

Explain TEN qualities to look for when employing staff in housekeeping department. (10marks)

## **SECTION B ( 40 Marks)**

### **QUESTION 4**

- a) Identify EIGHT factors to consider while purchasing linen for housekeeping. (8marks)
- b) Name and explain SIX possible sources of labor when recruiting for housekeeping department. (12 marks)

### **QUESTION 5**

Discuss TEN security measures that can be put in place to guard against each of the following issues. (20 marks)

- a) Sexual harassment
- b) Pilferages

### **QUESTION 6**

Discuss FIVE management functions played by the executive housekeeper. (20marks)

### **QUESTION 7**

- a) Explain TEN importance's of planning as one of the roles of Executive housekeeper. (10marks)
- b) Discuss FIVE importance of setting per levels in inventory management. (10marks)