



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL MANAGEMENT

(DHM J12)

BHC 2301: HOTEL MANAGEMENT IN PRACTICE

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) Tourist will select hotels on the basis of how they have been classified
Describe how the characteristics of a resort hotel may differ from city hotel on the following aspects;
- i) Location
 - ii) Clientele
 - iii) Length of stay
 - iv) Range of facilities
 - v) Purpose of visit
- (10marks)
- b) An understanding of accounting principles is important in achieving financial target. Describe the following
- i) Current assets
 - ii) Current liabilities
 - iii) Equity
 - iv) Fixed assests
 - vi) Gross profit
- (15marks)
- c) How can a manager calculate whether a particular food is overstocked. (5marks)

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Indicate how banqueting and conferences are frequently a distinct and separate sector of the food and beverage operations in a hotel. (10 marks)
- b) Explain the reasons why the profit gained from a function is usually higher than that gained from other food and beverage activities. (10marks)

QUESTION 3

Discuss the influences that have contributed to the development of the hotel industry in Kenya.

(20

marks)

QUESTION 4

Discuss the main operation ratios that are discussed on a day to day running of a hotel business.

(20 marks)

QUESTION 5

- a) Explain how each of the following sections and their activities may increase hotel sales whilst Satisfying guest needs
- i) Uniformed services
 - ii) Reception
 - iii) House-keeping
- (12 marks)
- b) Explain what information is recorded in each of the following front office document.
- i) Room status board
 - ii) Hotel registers
 - iii) Daily arrival list
 - iv) Reservation chart.