



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

BHH 4201 : HOTEL AND HOSPITALITY MANAGEMENT

END OF SEMESTER EXAMINATIONS

SERIES: DECEMBER 2013

TIME: 2 HOURS

INSTRUCTIONS:

- Answer question **ONE (Compulsory)** in Section **A** and any other **TWO** questions in Section B.

This paper consists of Two printed pages

SECTION A (Compulsory)

QUESTION 1

Soft furnishings contribute greatly to the appearance of a room.
Explain the use, care and maintenance of the following soft furnishings.

- i) Curtains
(10marks)
- ii) Loose
(10marks)
- iii) Cushions
(10marks)

covers

SECTION B (Answer any TWO questions)

QUESTION 2

a) Briefly explain the Laundry process in a hotel. **(10 marks)**

b) A bed in a guestroom is of great importance to the guest.

Describe in detail the procedure of making a bed. **(10 marks)**

QUESTION 3

a) Floors are important for the appearance of rooms in any establishment.
Elaborate on the various considerations in selection of a floor finish. **(15 marks)**

b) Identify any FIVE types of floor finishes. **(5 marks)**

QUESTION 4

Critically describe the following types of wall coverings

a) Paints **(10marks)**

b) Wall paper **(10marks).**

QUESTION 5

a) Discuss the Seven elements of interior design. **(14 marks)**

b) Outline the types of floor finishes in Hotels. **(6 marks)**