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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR**  
**FOR THE CERTIFICATE IN HOSPITALITY MANAGEMENT**  
**CHM 201- CATERING AND ACCOMMODATION CONTROL**

Date: 3<sup>RD</sup> AUGUST 2022  
Time: 2:30PM – 4:30PM

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

- a) Outline four objectives of food and beverage control. (4 Marks)
- b) Highlight five methods used in settling bills in a restaurant. (5 Marks)
- c) Outline five factors that determine the number of staff required to carry out different tasks in food and beverage control. (5 Marks)
- d) Outline five portion control tools used during production. (5 Marks)
- e) Highlight five stages of the control cycle. (5 Marks)
- f) Describe three duties of a purchasing officer. (6 Marks)

**QUESTION TWO (20 MARKS)**

- a) Highlight four advantages of centralized purchasing. (4 Marks)
- b) Explain four training programmes used in the hospitality industry. (8 Marks)
- c) Examine four qualities of a good storekeeper. (8 Marks)

**QUESTION THREE (20 MARKS)**

- a) Examine the three elements of cost in relation to operating a catering establishment. (6 Marks)
- b) Examine three purposes of a meat tag. (6 Marks)
- c) Explain four dangers of overstocking. (8 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Identify four methods used in issuing items from the store. (4 Marks)
- b) Explain four reasons as to why portion control is necessary in a hotel. (8 Marks)
- c) Explain four functions of management. (8 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Identify four problems encountered during menu planning. (4 Marks)
- b) Examine four factors that determine the basic price levels. (8 Marks)
- c) Examine four ways in which staff may be motivated to work more efficiently. (8 Marks)