



Kasarani Campus
Off Thika Road
Tel. 2042692 / 3
P.O. Box 49274, 00100
NAIROBI
Westlands Campus
Pamstech House
Woodvale Grove
Tel. 4442212
Fax: 4444175

KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FOR THE CERTIFICATE IN HOSPITALITY MANAGEMENT
CHM 201: CATERING AND ACCOMMODATION CONTROL

Date: 19TH APRIL 2023
Time: 11:30AM-1:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Highlight four stages that must be undertaken in the preparation stage to control costs and maximize profits. (4 Marks)
- b) Explain three basic pricing methods that can be adopted in catering and accommodation establishments. (6 Marks)
- c) List four types of cost that should be considered in relation to volume of sales. (4 Marks)
- d) Explain the concept of timetabling of deliveries and give two advantages of timetabling. (6 Marks)
- e) State four duties and responsibilities of a purchasing officer. (4 Marks)
- f) List four elements of costs that should be considered while accounting for production. (4 Marks)
- g) List four qualities of a good store. (2 Marks)

QUESTION TWO (20 MARKS)

- a) Purchasing is the process a business or organization uses to acquire goods or services to accomplish its goals and if done effectively its used as a control tool. Explain the purchasing methods that can be adopted by the catering and accommodation establishments. (8 Marks)
- b) Orders from the guests for food and beverages should be recorded for effective control and to avoid confusion during service. Explain the billing methods that are used in hotels. (4 Marks)
- c) Control is significant in regulating costs incurred in different hotel departments. Explain the advantages of control in housekeeping and laundry departments. (8 Marks)

QUESTION THREE (20 MARKS)

- a) The receiving clerk should be in possession of particulars of all goods which have been ordered and should have these filled by day of delivery and by supplier. Explain the receiving procedure that should be followed to ensure process effectiveness. (8 Marks)
- b) In ABC Bar and Restaurant, £ 2900 of food purchased was consumed in a 28 days trading period. The opening stock on day 1 was valued at £750; the closing stock on day 28 was valued at £650. Calculate the rate of stock turnover. (4 Marks)
- c) Good documentation facilitates communication between service providers and enhance accountability, describe the documents that are used for record keeping in the stores. (8 Marks)

QUESTION FOUR (20 MARKS)

- a) To ensure guest satisfaction, hotels have adopted different check-in methods to allow guest convenience. Describe the guest checking methods adopted by accommodation premises. (8 Marks)
- b) Catering and accommodation establishments have diversified payment methods to provide guests with a range of options. Highlight these payment methods (4 Marks)
- c) With the dynamic nature of the service industry, there are various challenges that affect catering and accommodation premises influencing the control processes. Highlight these challenges and how to mitigate them. (8 Marks)

QUESTION FIVE (20 MARKS)

- a) There are various pricing methods that can be used to ensure that catering establishments to ensure that they meet their goals and objectives. Explain the basic pricing methods that can be adopted. (8 Marks)
- b) To ensure that they retain the quality of products offers, catering and accommodation establishments develop standard purchase specification for every product or goods that they purchase. Describe the standard purchase specification concept. (4 Marks)
- c) Cost control is the practice of identifying and reducing business expenses to increase profits. To ensure a streamlined process, organizations adopt a cost control cycle. With aid of a diagram, Describe the cost control cycle. (8 Marks)