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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FIRST YEAR, SECOND SEMESTER EXAMINATION
FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT
DHM 1621: CATERING AND ACCOMMODATION CONTROL II

Date: 7TH DECEMBER 2022

Time: 2:30p.m- 4:30p.m

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) You have been invited in a forum to discuss some issues facing the hotel industry, how would you explain the following terms to the audience.
- i) Volume forecasting. (2 Marks)
 - ii) Standard yields. (2 Marks)
 - iii) Budget. (2 Marks)
 - iv) Idle time. (2 Marks)
- b) The head chef is advising the kitchen staffs to be using a standard recipes. Name the advantages of using these recipes. (6 Marks)
- c) Cyclic menus are used to assist in the forecasting of production. Explain their advantages. (6 Marks)
- d) You have been assigned the role of preparing an overhead budget in your department, which are some of the most important items you will have to take into account in the preparation of the budget. (6 Marks)
- e) As the head of sales in Galaxy Hotel, you have identified some food cost and gross profit variance in the sales, what could be the reasons leading to this variance. (4 Marks)

QUESTION TWO

A joint weighing 10 kg is purchased at Ksh.180 per kg. The bone and cooking loss is 40%. Showing the formulae used, Calculate: (20 Marks)

- a) The price per kg of served meat.
- b) The number of 150 g portions obtainable from carved meat.
- c) The cost per portion of cooked meat.
- d) The selling price of one 150 g portion of cooked meat at 65% gross profit margin.

QUESTION THREE

- a) A dish on an ala carte menu is priced at Kshs. 460.00 per portion, the establishment works on a gross profit margin of 60%. Calculate the gross profit and the food cost. (10 Marks)
- b) As the head chef in Mwema Hotel, you are tasked to prepare the menu, suggest some factors to consider when setting the menu prices (4 Marks)
- c) When conducting the auditing of your business, the auditor advises you to introduce an electronic cash register in your establishment. Explain the major functions of the register (6 Marks)

QUESTION FOUR

- a) You are a manager in a 5 star hotel and you have noted that the labour turnover is very high. What would the main causes? (5 Marks)
- b) As a production manager in Kiriri Women's Cafeteria, which elements of labour costs do you encounter in the daily operations? (4 Marks)
- c) Prepare a job specification for a catering manager. (6 Marks)
- d) In the year 2009, 200 workers out of an average of 800 workers employed left unique restaurants. Calculate the labour turnover during the year. (5 Marks)

QUESTION FIVE

- a) Explain how a hotel manager can apply the following techniques in order to ensure cost control. (8 Marks)
 - i. Training
 - ii. Requiring records and reports
 - iii. Establishing standards
 - iv. Discipline
- b) You have opened a new food outlet in your home town, state the assumptions on which breakeven analysis is based. (4 Marks)
- c) State FIVE techniques applied by management in hotels for the effective control of labour costs. (5 Marks)
- d) You have been selected to be a member of the budget committee in your workplace, which functions would your team carry out? (3 Marks)