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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
FIRST YEAR, FIRST SEMESTER EXAMINATION
FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT
DHM 1618 CATERING AND ACCOMMODATION CONTROL I

Date: 9th August 2024
Time: 8.30am-10.30am

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- Outline **five** importance of catering and accommodation control in hospitality industry. (5 marks)
- State **FIVE** main objectives of catering and accommodation control in a catering establishment. (5 marks)
- Highlight five types of frauds perpetrated by customers in a catering and accommodation establishment. (5 marks)
- Explain five causes of wastage in a catering establishment as used in hospitality industry. (5 marks)
- Highlight Five common problems associated with catering and control operations in catering establishment. (5 marks)
- Explain Five factors that influence the catering policy of a catering establishment in catering and control operations. (5 marks)

QUESTION TWO (20 MARKS)

- Understanding the targeted market is a step towards establishing an effective cost control system. Explain these eight steps used in relation to Catering accommodation operations. (8 marks)
- Briefly outline six steps taken to determine the financial policy of a catering establishment. (6 marks)
- Explain six reasons why control systems in catering establishments may not be totally efficient. (6 marks)

QUESTION THREE (20 MARKS)

- One of the important stages in catering and accommodation operations is after the event stage. Explain the four matters concerned with control after the event. (8 marks)
- Planning phase is a very essential control tool in every catering establishment. Describe any three policies contained in this phase. (6 marks)
- Financial policy implementation in any catering and accommodation industry plays a very important role in profit maximization. Outline three steps to be taken to determine the financial policy of a catering establishment. (6 marks)

QUESTION FOUR (20 MARKS)

- a) The following information was extracted from the books of KWUST restaurant in respect of June 2011

Sales	£26000
Opening stock 1 st June	£2500
Closing stock 30 th June	£3200
Wages and salaries	£5600
Purchases	£12300
National insurance	£300
Repairs and renewals	£1000
Income tax	£400

Assuming that £800 of food cost consumed has been used for staff meals, calculate

- i) Material cost (2 marks)
 - ii) Labour cost (2 marks)
 - iii) Food cost and express it as a percentage (2 marks)
- b) Explain three basic methods of pricing that can be adopted in the hospitality industry (6 marks)
- c) Highlight four types of costs that an organization should take into account while considering their behavior to volume of sales (4 marks)
- d) Distinguish between a budget and budgetary control (4 marks)

QUESTION FIVE (20 MARKS)

- a) Labour costs include all the remuneration of the employees in the form of cash and in kind. It is normally 15% to 30% of the production cost. Highlight any eight expenses related to labour cost. (8 marks)
- b) Financial policy formulation of a catering institution helps in determining profits. List six examples of overhead costs incurred in catering and accommodation operations in hospitality industry. (6 marks)
- c) Cost dynamics involves the way costs respond to changes in volume of sales. Explain three types of costs involved in catering and accommodation operations in hospitality industry. (6 marks)