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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FIRST YEAR, FIRST SEMESTER EXAMINATION
FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT
DHM 1618-CATERING AND ACCOMODATION CONTROL I

Date: 17th April 2023
Time: 8.30am - 10.30am

INSTRUCTION TO CANDIDATES:

ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) State five Objectives of catering and accommodation control (5 marks)
- b) Explain problems faced in Catering and accommodation control (4 marks)
- c) Highlight the role of the control office (6 marks)
- d) Identify equipment and materials used in cost control (3 marks)
- e) identify the duties of a purchasing Officer (4 marks)
- f) state important information that must be filled in a food check (4 marks)
- g) Explain the importance of cost control in housekeeping, laundry and front office (4 marks)

QUESTION TWO (20 MARKS)

- a) Describe details of a standard purchase specification (6 marks)
- b) Explain control measures used in accommodation section (6 marks)
- c) explain control measures used during production of food to ensure there is no wastage (8 marks)

QUESTION THREE (20 MARKS)

- a) Describe methods of payment used by guests in a hospitality organization (8 marks)
- b) state four checking methods as used in catering and accommodation organizations (4 marks)
- c) Explain the importance of checking systems (5 marks)

QUESTION FOUR (20 MARKS)

- a) Explain the importance of time tabling deliveries (6 marks)
- b) Explain the elements of costs (8 marks)
- c) Identify factors to consider while pricing hospitality products and services (4 marks)

QUESTION FIVE (20 MARKS)

- a) Describe documents and records used in receiving of food commodities (8 marks)
- b) Define the following terms (8 marks)
 - i. Portion control
 - ii. Standard recipe-
 - iii. Standard portion size-
 - iv. Standard yield-
- c) Explain methods of pricing products and services in a catering and accommodation organization (4 marks)