

2819/201
ACCOMMODATION OPERATIONS
MANAGEMENT I AND LAW THEORY
June/July 2023
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL
DIPLOMA IN CATERING AND ACCOMMODATION OPERATIONS

MODULE II

ACCOMMODATION OPERATIONS MANAGEMENT I AND LAW THEORY

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of six questions

Answer any FIVE questions in the answer booklet provided.

Maximum marks for each part of a question are indicated.

Candidates should answer the questions in English.

This paper consists of 3 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

1. (a) Explain each of the following terms:
- (i) tort; (2 marks)
 - (ii) civil law; (2 marks)
 - (iii) Inn keeper; (2 marks)
 - (iv) Criminal law; (2 marks)
- (b) State **four** benefits of laws governing the hospitality industry. (4 marks)
- (c) Discuss **four** elements of a valid contract. (8 marks)
2. (a) Highlight **four** legal displays an alcoholic liquor seller is required to have. (4 marks)
- (b) Enumerate **six** benefits of food hygiene regulations. (6 marks)
- (c) Discuss **five** requirements for starting a hotel business in Kenya. (10 marks)
3. (a) Explain **five** quality control measures during the laundry process. (5 marks)
- (b) Highlight **five** points on the importance of guest registration in hotels. (5 marks)
- (c) Outline the laundry process. (10 marks)
4. (a) Enumerate **five** responsibilities of a floor supervisor. (5 marks)
- (b) Highlight **five** management techniques required to build an effective housekeeping staff. (5 marks)

- (c) Explain **five** faults encountered in machine laundry in regard to quality of laundered articles. (10 marks)
5. (a) Outline the process of registering a walk-in guest. (9 marks)
- (b) Highlight **five** records a housekeeper should maintain to improve efficiency in the department. (5 marks)
- (c) Explain **three** points on the importance of fabric finishes. (6 marks)
6. (a) Describe **four** types of guest complaints in hotels. (8 marks)
- (b) Explain **four** points on the importance of room inspection in housekeeping. (8 marks)
- (c) Differentiate between the terms, 'osmologically clean' and 'entomologically clean'. (4 marks)

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