

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

THIRD YEAR EXAMINATION FOR THE AWARD OF DEGREE
OF BACHELOR OF HOTEL MANAGEMENT

BCHM 341: HOUSEKEEPING AND LAUNDRY MANAGEMENT III

STREAMS: BCHM (Y3S1)

TIME: 2 HOURS

DAY/DATE: FRIDAY 07/12/2018

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS:

- Answer All questions in section A and any TWO in section B
- Do not write anything on the question paper

SECTION A (30 MARKS)

1. Describe three characteristics of industries where the concept of yield management is applicable [6 marks]
2. Describe six legal obligations of the housekeeping department and give an example in each [6 marks]
3. Briefly describe three housekeeping reports that are automatically generated by a hotel management software [6 marks]
4. Briefly explain six ways in which a housekeeper can ensure productivity of the housekeeping department [6 marks]
5. Using examples, explain the importance of the following managerial tools in the housekeeping department
 - (i) Job descriptions [2 marks]
 - (ii) Work schedule [2 marks]
 - (iii) Job procedures [2 marks]

SECTION B (40 MARKS)

6. Discuss the evolving issues in accommodation operations around the world and their management implications [20 marks]
7. (a) Explain six factors that a housekeeper considers when determining the standard time allocated to execute a given task in the housekeeping department [12 marks]
- (b) Rooms division managers seek to balance demand and supply of hotel rooms. Citing examples, explain the strategies these managers use to achieve this balance [8 marks]
8. Hotel ABC, which has 500 single rooms, sells 200 rooms at \$80 and 200 rooms at \$ 95. Hotel XYZ also has 500 single rooms and its sells 100 rooms at \$80 and 300 rooms at \$95. Take \$95 to be the rack rate for both hotels
- (a) What is the occupancy rate and the average daily rate for hotel ABC and hotel XYZ? [12 marks]
- (b) Calculate the yield percentage of each hotel and indicate the most profitable between the two ventures [8 marks]
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