

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

SECOND YEAR EXAMINATION FOR THE AWARD OF DEGREE
IN HOTEL MANAGEMENT.

BCHM 271: HOSPITALITY PROPERTY MANAGEMENT

STREAMS: BCHM Y2S21

TIME: 2 HOURS

DAY/DATE: THURSDAY 7/12/2017

11.30 A.M - 1.30 P.M.

INSTRUCTIONS:

- Answer Question ONE and any other TWO Questions.

SECTION A [30 MARKS]

QUESTION ONE

Explain briefly the meaning of the word property management. [2 Marks]

QUESTION TWO

Briefly explain how to unblock a blocked toilet in premises. [2 Marks]

QUESTION THREE

Design and plan a layout of an ideal bar in a two star hotel. [4 Marks]

QUESTION FOUR

Illustrate using a diagram of hot and cold water system being used in a hotel kitchen. [6 Marks]

QUESTION FIVE

Giving justification, briefly explain the design and layout of the following sections in an ideal hotel:

- (a) Kitchen layout [2 Marks]
- (b) Dining hall layout [2 Marks]
- (c) Front office layout. [2 Marks]

QUESTION SIX

Explain in details personnel hygiene as a requirement to work in the kitchen. [4 Marks]

QUESTION SEVEN

Giving reason, recommend a colour to be used for painting a guest bedroom. [4 Marks]

SECTION B: [40 MARKS]

QUESTION EIGHT

Illustrate with a diagram the following service system used in catering industry. [20 Marks]

- (a) Back office
- (b) Buffet or self-service
- (c) Counter service
- (d) Free flow
- (e) Vending

QUESTION NINE

Discuss in details workflow chart model of Hazards Analysis and Critical Control Point in relation to high risk of food such as poultry. [20 Marks]

QUESTION TEN

Design a well-planned septic tank and describe how it works illustrating your work using a diagram. [20 Marks]

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