

1. (a) Explain the meaning of the following in relation to contract bookings:
 - (i) offer; (2 marks)
 - (ii) acceptance. (2 marks)
- (b) Explain the concept of vicarious liability giving a relevant example. (4 marks)
- (c) Explain **two** ways in which a restaurant may breach the foods drug and chemical substances Act Cap 254. (4 marks)
- (d) Explain the rights of employees working in the hospitality sector. (8 marks)
2. (a) Explain the meaning of the following:
 - (i) contributory negligence; (2 marks)
 - (ii) leasehold. (2 marks)
- (b) Highlight **two** mandatory qualifications of a Chief Kadhi. (2 marks)
- (c) State **five** claims under the customary law that may be heard in a court of law. (5 marks)
- (d) (i) State **five** grounds that may cause the landlord to refuse to grant new tenancy to a restaurant proprietor. (5 marks)
- (ii) Explain **two** conditions that may cause the restaurer to refuse service to a customer. (4 marks)
3. (a) Explain **three** ways a supervisor can use in maintenance of cleaning standards. (6 marks)
- (b) (i) Explain the term report. (2 marks)
- (ii) Discuss **four** points on the importance of a cleaning supervisor's report. (12 marks)
4. (a) Highlight **six** pieces of information contained on a guest registration card. (6 marks)
- (b) State **four** disadvantages of overloading a washing machine. (4 marks)
- (c) Explain **five** steps involved in setting cleaning standards. (10 marks)

5. (a) Highlight **six** conditions necessary in storage of linen. (6 marks)
- (b) State **four** factors to consider when devising an effective wash programme. (4 marks)
- (c) Explain the following terms:
- (i) credit limit; (2 marks)
 - (ii) cash folio; (2 marks)
 - (iii) room supplies; (2 marks)
 - (iv) skippers; (2 marks)
 - (v) half board. (2 marks)
6. (a) Highlight **four** points a supervisor should include in briefing of staff. (4 marks)
- (b) Explain the following textile terms:
- (i) plain weave; (2 marks)
 - (ii) twill weave; (2 marks)
 - (iii) satin weave. (2 marks)
- (c) Discuss **five** departments which require reservation information on a daily basis. (10 marks)