

Name: _____ Index No: _____ / _____

2819/201

ACCOMMODATION OPERATIONS
MANAGEMENT I AND LAW THEORY

June/July 2015

Time: 3 hours

Candidate's Signature: _____

Date: _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**TECHNICAL, INDUSTRIAL, VOCATIONAL AND ENTREPRENEURSHIP
TRAINING**

**DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT
MODULE II**

ACCOMMODATION OPERATIONS MANAGEMENT I AND LAW THEORY

3 hours

INSTRUCTIONS TO CANDIDATES

- Write your name and index number in the spaces provided above.*
- Sign and write the date of examination in the spaces provided above.*
- Answer any FIVE questions in the spaces provided in this question paper.*
- All questions carry 20 marks each.*
- Maximum marks for each part of a question are as indicated.*
- Do NOT remove any pages from this booklet.*
- Candidates should answer the questions in English.*

For Examiner's Use Only

Question	1	2	3	4	5	6	TOTAL SCORE
Candidate's Score							

This paper consists of 20 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 the meaning of the following:
 - (i) covenants; (1 mark)
 - (ii) fraud. (1 mark)
- (b) State **four** cases that can be tried at the court martial. (4 marks)
- (c) Explain **three** acts that qualify as invasion to privacy. (6 marks)
- (d) Explain **four** duties of partners in a hotel enterprise. (8 marks)
2. (a) Explain the meaning of defamation. (2 marks)
- (b) State **four** duties of an employer in a commercial food outlet. (4 marks)
- (c) Explain the following rights of an inn keeper:
 - (i) the right of lien; (2 marks)
 - (ii) the right of payment; (2 marks)
 - (iii) the right to control inn. (2 marks)
- (d) Explain **four** ways in which a contract may be ended. (8 marks)
3. (a) A cleaning supervisor requires a wide range of knowledge and skills. Discuss. (10 marks)
- (b) Explain **three** roles of the reservations department. (6 marks)
- (c) Differentiate between weaving and knitting as methods of fabric construction. (4 marks)
4. (a) (i) Explain the term sales 'forecast'. (2 marks)
- (ii) Highlight **five** points to consider when preparing sales forecasts. (5 marks)
- (b) Explain **two** fabric finishes used to improve lustre. (4 marks)
- (c) Discuss **three** points on the importance of supervising cleaning. (9 marks)
5. (a) Explain **five** advantages of an on-site laundry plant. (10 marks)
- (b) Discuss **five** components of a supervision plan of work. (10 marks)

- 6. (a) Highlight **five** details recorded when payment is made through credit card. (4 marks)
- (b) Differentiate between guaranteed and non-guaranteed bookings. (4 marks)
- (c) Explain **three** factors which determine the quality of a finished article in laundry. (6 marks)
- (d) Explain the following terms:
 - (i) job procedure; (2 marks)
 - (ii) block cleaning; (2 marks)
 - (iii) par stock. (2 marks)
