

Name: _____

Index No: _____ easytv.com

2819/201
ACCOMMODATION OPERATIONS
MANAGEMENT I AND LAW THEORY
Oct./Nov. 2015
Time: 3 hours

Candidate's Signature: _____

Date: _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**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.
This paper consists of **SIX** questions.
Answer any **FIVE** questions in the spaces provided in this question paper.
All questions carry equal marks.
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 16 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 as used in law:
 - (i) contract; (2 marks)
 - (ii) law; (2 marks)
 - (iii) plaintiff. (2 marks)
- (b) Differentiate between “sale” and “an agreement to sell”. (4 marks)
- (c) Identify **four** types of tort. (4 marks)
- (d) Outline the general defences available in an action for tort. (6 marks)
2. (a) Define each of the following terms as used in law:
 - (i) injunction; (2 marks)
 - (ii) offence; (2 marks)
 - (iii) crime. (2 marks)
- (b) State **four** fundamental rights and freedoms of an individual. (4 marks)
- (c) In the context of law of contract, explain **five** categories of contract that are considered illegal on the ground that they are opposed to public policy. (10 marks)
3. (a) Explain **three** factors which determine the quality of an ironed article in laundry. (6 marks)
- (b) Discuss **five** advantages of training laundry staff. (10 marks)
- (c) Differentiate between mercerization and calendaring as methods of finishing fabrics. (4 marks)
4. (a) Explain each of the following front office terms:
 - (i) room rack; (2 marks)
 - (ii) overbooking; (2 marks)
 - (iii) room status. (2 marks)
- (b) Explain **three** main duties of night auditors. (6 marks)
- (c) Discuss **four** measures taken by hotels to minimise walk-outs. (8 marks)

5. (a) Explain five points on the importance of duty rotas. (10 marks)
- (b) Explain each of the following housekeeping terms:
- (i) job analysis;
 - (ii) supervision;
 - (iii) work schedules;
 - (iv) job card;
 - (v) supervisor.
- (10 marks)

6. (a) Explain five factors which determine staffing needs in housekeeping department. (10 marks)
- (b) Discuss five measures a supervisor should take to ensure high standards of cleanliness in the accommodation areas. (10 marks)
