

MACHAKOS UNIVERSITY
SPECIAL/SUPPLEMENTARY EXAMS
SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT
DEPARTMENT OF HOSPITALITY MANAGEMENT
FOURTH YEAR EXAMINATION FOR THE AWARD OF DEGREE IN BACHELOR
OF HOSPITALITY MANAGEMENT
COURSE: BHT 409 INTERNAL CONTROL IN HOSPITALITY OPERATIONS

INSTRUCTIONS:

Section A: Answer All Questions in this Section (30 Marks)

Question One

- a) Define standard yield as used in food production control (2 marks)
- b) Describe ways you will minimize wastages in food and beverage department (8 marks)
- c) Describe five ways of managing cash by the front office cashier (5 marks)
- d) Outline five importance of purchase specification note (5marks)
- e) State five reasons for stock taking in a hotel (5marks)
- f) State five key areas of control in housekeeping department (5marks)

Section B: Answer TWO Questions in this section (40 Marks)

Question Two

- a) Explain five objectives of internal control as used in hospitality (10 marks)
- b) Describe the main methods of control used in food and beverage department (10 marks)

Question Three

- a) Describe four internal factors that affect hospitality operations control (8 marks)
- b) Explain the use of the four basic concepts of food and beverage production control (12marks)

Question Four

- a) Describe four records used in the inventory control (8 marks)
- b) Describe the realities of a control system (12 marks)

Question Five

- a) Describe the classification of costs control (12 marks)
- b) With examples, state the role of technology in hospitality operations control (8 marks)