



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

FOURTH YEAR SPECIAL/SUPPLEMENTARY FOR BACHELOR OF SCIENCE IN

HOSPITALITY AND TOURISM MANAGEMENT

BHT 409 INTERNAL CONTROL IN HOSPITALITY OPERATIONS

DATE: 26/7/2019

TIME: 2.00-4.00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

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 (5 marks)
- e) State five reasons for stock taking in a hotel (5 marks)
- f) State five key areas of control in housekeeping department (5 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 (12 marks)

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)