



# MACHAKOS UNIVERSITY

University Examinations 2020/2021 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

FOURTH YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)

BHT 409: INTERNAL CONTROL IN HOSPITALITY OPERATIONS

DATE: 30/3/2021

TIME: 8.30-10.30 AM

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## INSTRUCTIONS

- THIS PAPER CONSISTS OF TWO SECTIONS A AND B
- SECTION A IS COMPULSORY AND CARRIES 30 MARKS

### SECTION A: COMPULSORY (30 MARKS)

#### QUESTION ONE (30 MARKS)

- a) Explain the following characteristics of an effective control system
- Accurate
  - Timely
  - Cost effective
  - Consistency (8 marks)
- b) Explain the **three** elements of costs (6 marks)
- c) Define the following terms;
- Gross Profit
  - Net Margin
  - Net profit (6 marks)
- d) Outline the **five** main stages of the control cycle (10 marks)

### SECTION B: ANSWER ANY OTHER TWO QUESTIONS (40 MARKS)

#### QUESTION TWO (20 MARKS)

- a) Explain **four** benefits of food and beverage control (8 marks)
- b) Describe **six** methods for portion control during service (12 marks)

### QUESTION THREE (20 MARKS)

- a) Define the term 'Volume forecasting' (2 marks)
- b) Explain **four** day to day operational problems of a manual system (8 marks)
- c) Explain three objectives of checking systems (6 marks)
- d) Explain any Four purpose of recorded on a waiter's sell check each item ordered and its selling price (4 marks)

### QUESTION FOUR (20 MARKS)

- a) Distinguish between FIFO and LIFO (2 marks)
- b) Explain **four** points to consider in the control of telephone and internet usage (8 marks)
- c) Explain any FIVE guidelines for effective issuing (10 marks)

### QUESTION FIVE (20 MARKS)

- a) The following information was extracted from the books of the Le Technisch restaurant in respect of June 2019.

	SHS
Sales	26000
O.S 1 <sup>st</sup> June 2008	2500
C.S 30 <sup>th</sup> June 2008	3200
Purchases	12300
Wages and salaries	5600
National insurance	300
Gas and electricity	800
Rent and rates	1800
Repairs and renewals	1000
Insurance	400
Postage and telephone	200
Printing and stationery	300
Depreciation	2000

#### You're required to:

- i. Calculate the elements of cost and to express each as a percentage of sales assuming **800.00** of the food consumed has been used for staff meals. (12 marks)
- ii. Calculate the gross profit net margin and net profit. (6 marks)
- iii. Calculate the average spending power per customer assuming that **5900** customers were served in that month. (2 marks)