MACHAKOS UNIVERSITY

University Examinations 2016/2017

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

SECOND YEAR SECOND SEMESTER EXAMINATION FOR DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT

DHTM: 025 CONTROL

DATE: 31/5/2017 **TIME:2.00-4.00 PM**

INSTRUCTIONS

Answer Question One and Any Other Two Questions

1. a) Define the following terms as used in food control. (6 marks)
    - i. Policy
    - ii. Standard portion size
    - iii. Blind receiving

   b) Highlight three typical of fraud and theft by the employees and customers (6 marks)

   c) Briefly explain the three major policies that are formulated during planning phase in control cycle (9 marks)

   d) State four duties of a security department and control in an establishment (4 marks)

   e) Highlight five points on the handling and management of cash float (5 marks)

2. a) Explain five benefits of timetabling deliveries (10 marks)

   b) Discuss five problems encountered by food and beverage control (10 marks)

3. a) State five duties of a purchasing officer (5 marks)

   b) Enumerate five objectives of having a point of sale control system in an establishment (10 marks)

   c) Highlight five methods used in portion control during production (5 marks)

4 a) Enumerate five ways that an establishment would use to control telephone and internet usage (5 marks)

b) Explain operational phase under the following stages in control cycle (15 marks)

i. Purchasing
ii. Receiving
iii. Storing and issuing
iv. Preparing
v. Selling

5. a) Highlight the use of the following documents used in storage of beverages in control. (5 marks)

i. Bincards
ii. Celler inward book
iii. Empties outward book
iv. Ullages and breakages
v. Cellar inventory control book

b) The following information was extracted from the books of hotel in respect of March 2017

Sales	26000
Opening stock 1 june 2017	2500
Closing stock 30 june 2017	3200
Purchases	12300
Wages and salary	5600
National insurance	300
Gas and electricity	800
Repairs and renewal	1000
Rent and rates	1800
Insurance	400
Telephone	200
Printing	300
Depreciation	2000

i. Calculate elements of cost, assuming 800 is staff meals and express each as a percentage (9 marks)

ii. Calculate gross profit, net margin and net profit. (6 marks)