

2819/201  
ACCOMMODATION OPERATIONS I  
AND LAW THEORY  
June/July 2017  
Time: 3 Hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT  
MODULE II**

ACCOMMODATION OPERATIONS I AND LAW THEORY

3 Hours

**INSTRUCTIONS TO CANDIDATES**

*This paper consists of SIX questions.  
Answer any FIVE questions in the answer booklet provided.  
ALL questions carry equal marks.  
Maximum marks for each part of a question are as indicated.  
Candidates should answer the questions in English.*

**This paper consists of 3 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 the term 'statute law'. (2 marks)
- (b) Explain the **four** functions of the judiciary as an arm of government. (8 marks)
- (c) Explain each of the following terms as used in law:
- (i) law; (2 marks)
  - (ii) tort; (2 marks)
  - (iii) misdemeanour; (2 marks)
  - (iv) tortfeasor; (2 marks)
  - (v) crime. (2 marks)
2. (a) Explain **four** ways of terminating an offer. (8 marks)
- (b) Identify **four** requirements for registration of a trade mark. (4 marks)
- (c) Explain **four** divisions of civil law. (8 marks)
3. (a) Identify **six** previous preparation activities when laundering articles. (6 marks)
- (b) Explain **five** quality control measures during laundry process. (10 marks)
- (c) Differentiate between ironing and pressing as methods of finishing. (4 marks)
4. (a) Outline the guest check-out procedure. (10 marks)
- (b) Explain each of the following front office terms:
- (i) cash folio; (2 marks)
  - (ii) full board; (2 marks)
  - (iii) down selling; (2 marks)
  - (iv) invoice; (2 marks)
  - (v) lead time. (2 marks)
5. (a) Highlight **four** factors to consider when preparing a duty roster. (4 marks)
- (b) Discuss **five** competencies of a cleaning supervisor. (10 marks)
- (c) Discuss **three** reasons on the importance of a housekeeper having knowledge of fibres. (6 marks)

6. (a) Highlight **four** advantages of an on-site laundry. (4 marks)
- (b) Explain **three** factors which determine the frequency of cleaning a given area. (6 marks)
- (c) Discuss **five** benefits of a computer billing system in a hotel. (10 marks)

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