

Name: _____ Index No: _____

2819/201

ACCOMMODATION OPERATIONS
MANAGEMENT I AND LAW THEORY

Oct./Nov. 2015

Time: 3 hours

Candidate's Signature: _____

Date: _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT
MODULE II

ACCOMMODATION OPERATIONS MANAGEMENT I AND LAW THEORY

3 hours

INSTRUCTIONS TO CANDIDATES

*Write your name and index number in the spaces provided above.**Sign and write the date of examination in the spaces provided above.**This paper consists of SIX questions.**Answer any FIVE questions in the spaces provided in this question paper.**All questions carry equal marks.**Candidates should answer the questions in English.*

For Examiner's Use Only

Question	1	2	3	4	5	6	TOTAL SCORE
Candidate's Score							

This paper consists of 16 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 each of the following terms as used in law:
 - (i) contract; (2 marks)
 - (ii) law; (2 marks)
 - (iii) plaintiff. (2 marks)
- (b) Differentiate between “sale” and “an agreement to sell”. (4 marks)
- (c) Identify **four** types of tort. (4 marks)
- (d) Outline the general defences available in an action for tort. (6 marks)
2. (a) Define each of the following terms as used in law:
 - (i) injunction; (2 marks)
 - (ii) offence; (2 marks)
 - (iii) crime. (2 marks)
- (b) State **four** fundamental rights and freedoms of an individual. (4 marks)
- (c) In the context of law of contract, explain **five** categories of contract that are considered illegal on the ground that they are opposed to public policy. (10 marks)
3. (a) Explain **three** factors which determine the quality of an ironed article in laundry. (6 marks)
- (b) Discuss **five** advantages of training laundry staff. (10 marks)
- (c) Differentiate between mercerization and calendaring as methods of finishing fabrics. (4 marks)
4. (a) Explain each of the following front office terms:
 - (i) room rack; (2 marks)
 - (ii) overbooking; (2 marks)
 - (iii) room status. (2 marks)
- (b) Explain **three** main duties of night auditors. (6 marks)
- (c) Discuss **four** measures taken by hotels to minimise walk-outs. (8 marks)

