



THE TECHNICAL UNIVERSITY OF KENYA

FACULTY OF SOCIAL SCIENCES AND TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM STUDIES

**DEPARTMENT INSTITUTIONAL CATERING AND ACCOMMODATION
MANAGEMENT**

**BACHELOR OF TECHNOLOGY IN INSTITUTIONAL CATERING AND
ACCOMMODATION MANAGEMENT**

YEAR FOUR SEMESTER ONE

ATCI 4131: ROOMS DIVISION MANAGEMENT I

CONTINUOUS ASSESSMENT TEST (CAT)

TIME: 1 HOUR

ANSWER ALL QUESTIONS (30MKS)

1. Explain any two methods used to evaluate staff (4mks)
2. a. Highlight three leadership qualities of room division manager. (3mks)
b. Explain the importance of the control process in room division. (3mks)
3. Explain the following hotel guests:
(a) Local guests (2mks)
(b) Special interest guests (2mks)
4. a. Explain the following terms as used in room division (2mks)
(i) Demand curve

(ii) Veblen goods (2mks)

b. Explain any two factors that can affect demand for hotel rooms. (4mks)

5. Describe the following personality types and their placement in room division section:

(a) Extroverts (2mks)

(b) Tender minded (2mks)

6. Describe any two types of budgets (4mks)