

SCHOOL OF HOSPITALITY AND TOURISM

DEPARTMENT OF HOSPITALITY MANAGEMENT

First Year First Semester Examination for Certificate in Hospitality and Tourism Operations

CHTO 010: INTRODUCTION TO THE HOSPITALITY AND TOURISM INDUSTRY

Date:

Time:

INSTRUCTIONS

- This paper consists of Two Sections A and B
- Section A is Compulsory and carries 30 marks
- Section B has four questions of 20 marks each. Attempt any Two.

SECTION A COMPULSORY (30 MARKS)

1a) Define the following terms:

i) Inns

ii) Resorts

iii) Lodge

(6mks)

b) Highlight FIVE types of commercial hotels in Kenya

(5mks)

c) Identify FIVE components of the hospitality and tourism products

(5mks)

d) Highlight TEN services provided by hotels

(5mks)

(5mks)

e) State FIVE determinants of mode of transport

(5mks)

f) Highlight EIGHT areas a tourist would wish to see while touring in Kenya

(4mks)

SECTION B (40 MARKS)

Attempt any **Two** questions

2a) Explain five examples of uniforms services personnel and their duties

10mks

- b) Explain any five ways of classifying hotels in Kenya(10mks)
- 3 a) Describe five types of commercial hotels in Kenya (10mks)
- b) Identify **ten** services provided by hotels (10mks)
- 4a) Explain FIVE types of tourists
- b) Explain FIVE characteristics of hotels in kenya(10mks)
- 5 a) Explain FIVE factors likely to affect the development of tourism in Kenya (10mks)
- b) Explain FIVE reasons why hotels need to be classified (10mks)