



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

FIRST YEAR SPECIAL/SUPPLEMENTARY FOR

CERTIFICATE IN HOSPITALITY AND TOURISM OPERATIONS

CHTO 010: INTRODUCTION TO THE HOSPITALITY AND TOURISM INDUSTRY

DATE: 25/7/2019

TIME: 2.00-4.00 PM

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)

1. a) Define the following terms:
 - i. Inns
 - ii. Resorts
 - iii. Lodge (6 marks)
- b) Highlight FIVE types of commercial hotels in Kenya (5 marks)
- c) Identify FIVE components of the hospitality and tourism products (5 marks)
- d) Highlight TEN services provided by hotels (5 marks)
- e) State FIVE determinants of mode of transport (5 marks)
- f) Highlight EIGHT areas a tourist would wish to see while touring in Kenya (4 marks)

SECTION B (40 MARKS)

Attempt any **Two** questions

2. a) Explain five examples of uniforms services personnel and their duties (10 marks)
b) Explain any five ways of classifying hotels in Kenya (10 marks)
3. a) Describe five types of commercial hotels in Kenya (10 marks)
b) Identify **ten** services provided by hotels (10 marks)
4. a) Explain FIVE types of tourists
b) Explain FIVE characteristics of hotels in kenya (10 marks)
5. a) Explain FIVE factors likely to affect the development of tourism in Kenya (10 marks)
b) Explain FIVE reasons why hotels need to be classified (10 marks)