



# MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND YEAR SPECIAL/SUPPLEMENTARY FOR BACHELOR OF SCIENCE IN

HOSPITALITY AND TOURISM MANAGEMENT

HTM 219: LEGAL ASPECTS IN HOSPITALITY AND TOURISM

DATE: 25/7/2019

TIME: 11.00-1.00 PM

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## INSTRUCTIONS

Answer question 1 and any other TWO questions

1.
  - a) Explain the 5 instances where a contract of accommodation may be terminated by either party (5 marks)
  - b) Name any 5 requirements of valid contract (5 marks)
  - c) Explain 4 reasons where a hotel has legal rights to evict persons admitted as guests (8 marks)
  - d) Explain the term breach of Contract (2 marks)
  - e) Discuss 4 effects of food poisoning to an organization (8 marks)
  - f) Give the classification of torts (2 marks)
2.
  - a) The main objective of law in any country is to provide proper governance and sovereignty to the people of a given nation, thus preventing criminal activities. Explain 5 functions of law in a society (10 marks)
  - b) An occupier of premises owes the same duty, the common duty of care, to all his visitors. Discuss (10 marks)
3.
  - a) Giving suitable examples differentiate between criminal and civil wrong. (10 marks)
  - b) Explain 5 functions of NEMA (10 marks)

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4. Explain duties of the hotelkeeper towards the guest in providing the following services
  - i. Accommodation
  - ii. Safety of the guests property
  - iii. Food and refreshments
  - iv. Safety to the guest (5 marks each)
  
5.
  - a) Giving relevant examples describe the types of liquor licenses in Kenya (10 marks)
  - b) Explain the objective of tourism Act of 2011 (10 marks)



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HOSPITALITY AND TOURISM MANAGEMENT

HTM 220 -2: HOSPITALITY AND TOURISM FACILITIES MANAGEMENT

DATE: 24/7/2019

TIME: 2.00-4.00 PM

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## INSTRUCTIONS

Answer question one and any other TWO questions

1. a) Define the following concepts
  - i. Preventive maintenance (2.5 marks)
  - ii. Facility management (2.5 marks)
- b) Explain five measures a hotel may put in place to address insecurity in facility management (5 marks)
- c) Fires may result in the injury and loss of life to both the guests and the staff. Explain the 5 main causes of fire in hospitality and tourism establishment (10 marks)
- d) Explain the two basic categories of maintenance activities in facilities management (5 marks)
- e) What is the purpose of having deposit boxes in hotels (5 marks)
2. a) Explain the five main factors that contribute to energy consumption within shared spaces in hospitality and tourism facilities (10 marks)
- b) Explain the objective of The Occupational Safety and Health Administration in the work place (10 marks)

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3. a) Describe 5 responsibilities for Facility Managers in waste management in hotels (10 marks)
- b) Describe any 5 fire safety systems available for hotels (10 marks)
4. a) Water use efficiency includes any measure that reduces the amount of water used per unit of any given activity. Giving relevant industry examples discuss four principles of water use efficiency (10 marks)
- b) Explain the classification of services in facility management (10 marks)
5. a) Discuss any 5 roles of NEMA in relation to hospitality and tourism establishments in Kenya (10 marks)
- b) Explain any 5 measures that may be taken in a case of a bomb threat in a hotel (10 marks)

**MACHAKOS UNIVERSITY**  
**BSC HOSPITALITY AND TOURISM MANAGEMENT**  
**BTM 375 - 3      DESTINATION MANAGEMENT**  
**SUPPLEMENTARY EXAMINATION**

Instructions

Answer all questions in section A and TWO in section B

SECTION A

- Q1. Explain what you understand by the term “Destination image 5 marks  
b) what is destination positioning 5 marks
- Q2. Differentiate between the primary and secondary attractions in a tourism product (marks  
b) Explain the nature of the tourism product (5 marks
- Q3. Explain 2 ways tourists can pay for goods and services while in a foreign country (4 marks  
b) Explain 4 advantages of destination branding to the destination marketers 8 marks

SECTION B

- Q4. Discuss 5 goals of tourism product development within a destination 10 marks  
b) Explain the significance of destination branding to a destination 10
- Q5. Using a diagram explain the basic elements in a destination (10 marks  
b). Explain the role of destination image in tourists’ travel decision making process.  
(10 marks
- 6) What is sustainable destination management? (5 marks  
Explain any 5 challenges faced by managers in destination positioning (15 marks
- 7) Discuss the role of destination management organizations 10 marks  
b) Explain 5 factors to consider in making a destination competitive 10 marks



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SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

THIRD YEAR SPECIAL/SUPPLEMENTARY FOR BACHELOR OF SCIENCE IN

HOSPITALITY AND TOURISM MANAGEMENT

BHT 319 – 3: ACCOMODATION MANAGEMENT

DATE: 24/7/2019

TIME: 2.00-4.00 PM

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## INSTRUCTIONS

Answer question one and any other TWO questions

1.
  - a) Explain the use of acids and alkali in housekeeping activities (5 marks)
  - b) Explain the relationship between housekeeping and food and beverage department (5 marks)
  - c) Explain the steps in cleaning a room for a new arrival (5 marks)
  - d) Explain 5 benefits of security systems in accommodation operations (5 marks)
  - e) Giving examples differentiate between manual and mechanical cleaning equipment (10 marks)
  - f) Giving examples explain what you understand by soft furnishings in accommodation operations (5 marks)
2.
  - a) Explain the factors to consider when purchasing hotel cleaning equipment (10 marks)
  - b) Hotels provide guest with various amenities during their stay. List any 20 guest supply items (10 marks)
3.
  - a) Explain the procedure in Making up of an Evening service/Turndown service (10 marks)
  - b) What is refurbishment in accommodation operations? (5 marks)

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- c) Name any 5 areas a hotel may refurbish (5 marks)
4. Explain special cleaning of the following surfaces (4 marks each)
- a) Metal
  - b) Glass:
  - c) Leather:
  - d) Plastic:
  - e) Ceramics:
5. a) Describe the records used for physical inventory of cleaning supplies in housekeeping (10 marks)
- b) Discuss any two safety rules a housekeeper may enforce in guest room (10 marks)