



MACHAKOS UNIVERSITY

University Examinations 2021/2022 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND YEAR SECOND SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)

HTM 220-2: HOSPITALITY AND TOURISM FACILITIES MANAGEMENT

DATE: _____

TIME: _____

INSTRUCTIONS: Answer Question **One** (Compulsory) and any other **Two** questions

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Differentiate between Commercial establishments and Institutional catering in In Hospitality and Tourism Industry. (2 marks)
- b) Write brief notes on the following commercial establishment facilities (12 marks)
 - i) Coffee Shops
 - ii) Specialty Restaurants
 - iii) Discotheque
 - iv) Casual Dining
 - v) Cafeterias
 - vi) Food Service Innovations
- c) Explain the evaluation method of preparations and production for Kitchen Size and Arrangement in an establishment facility (7 marks)
- d) Describe the THREE primary kitchen work stations which create the work triangle in a Catering In Hospitality and Tourism Industry. (9 marks)

QUESTION TWO (20 MARKS)

- a) Describe any FIVE classifications of food and beverage service facilities in Hospitality and Tourism industry (10 marks)
- b) As a hotel manager, before you make a decision of whether to repair or replace an item in the hotel during maintenance, evaluate the questions which must be addressed. (8 marks)

QUESTION THREE (20 MARKS)

- a) Write brief notes on the following institutional catering facilities in Hospitality and Tourism Industry (10 marks)
- i) Industrial Catering
 - ii) Military Catering
 - iii) Airline Catering
 - iv) Ship Catering
 - v) Theme Parks and Resorts
- b) Define Hotel utilities, outlining NINE examples. (10 marks)

QUESTION FOUR (20 MARKS)

- a) The facility's design, structure and layout shall provide for efficient arrangement and placement of operation areas and allow easy flow of services. Explain how the following specifications shall assist in compliance with the standards guidelines and shall be interpreted in relation to the needs of each premises, including size, scale and type of operations. (10 marks)
- i) The Premises Location
 - ii) Design and Layout
- b) Your staff can only do enough to make good food and good customer service happen but your restaurant's environment is what will make your guests feel comfortable. Explain Any FIVE interior designing tips that can make your business reach its full potential. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Explain **FIVE** areas that are covered by safety and security systems in hospitality and tourism industry. (10 marks)
- b) Explain **FIVE** main courses and preventive measures of fire in a catering establishment. (10 marks)