



# MACHAKOS UNIVERSITY

University Examinations 2017/2018

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

FIRST YEAR FIRST SEMESTER EXAMINATION FOR CERTIFICATE IN  
HOSPITALITY AND TOURISM OPERATIONS

**CHTO 010: INTRODUCTION TO THE HOSPITALITY AND TOURISM INDUSTRY**

DATE: 5/12/2017

TIME: 2:00 – 4:00 PM

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## 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 Tourism (6 marks)
  - ii Motel (4 marks)
  - iii Restaurant (4 marks)
- b) Outline four duties of the Food and Beverage Manager (5 marks)
- c) Identify four transport products giving an example in each case (6 marks)
- d) Outline five determinants of mode of transport (5 marks)
- e) Identify five components of the hospitality and tourism product (6 marks)
- f) State six major functions of the rooms department (10 marks)

### SECTION B (40 MARKS) ATTEMPT ANY TWO QUESTIONS

2. a) Explain five factors likely to affect the development of tourism (10 marks)
- b) Explain any five characteristics of the hospitality and tourism product (10 marks)

- 3 a) Describe five types of commercial hotels in Kenya (10 marks)  
b) Explain five ways of classifying hotels (10 marks)
- 4 a) Identify **ten** services provided by hotels (10 marks)  
b) Describe **five** types of leisure tourists (10 marks)
- 5 a) Explain the impact of the hospitality and tourism industry in Kenya (10 marks)  
b) Describe the needs a guest seeks to satisfy when checking into a hotel (10 marks)