



MACHAKOS UNIVERSITY

University Examinations 2016/2017

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

**FIRST YEAR FIRST SEMESTER EXAMINATION FOR CERTIFICATE IN
HOSPITALITY AND TOURISM MANAGEMENT**

CHTO 014: INTRODUCTION TO TRAVEL AND TOUR OPERATIONS

DATE: 5/6/2017

TIME: 2:00 – 4:00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (COMPULSORY)(30 MARKS)

- a) Define a travel agent (2 marks)
- b) Highlight Four parts of tourism system (4 marks)
- c) Differentiate between a tourist and a traveller (4 marks)
- d) Explain Five components of tourism (10 marks)
- e) Describe Five types of careers in Travel and Tour Operations (10 marks)

QUESTION TWO (20 MARKS)

- a) Explain Five roles of a tour operator (10 marks)
- b) Outline five advantages of buying tour packages for clients (10 marks)

QUESTION THREE (20 MARKS)

- a) Identify Five tourist destinations in Kenya (5 marks)
- b) Highlight tourist activities in each of the destinations above (10 marks)
- c) Recommend the best mode of transport to each of the destinations (5 marks)

QUESTION FOUR (20 MARKS)

- a) Explain the roles of World Travel and Tourism Council (WTTC) (10 marks)
- b) Explain the roles of Kenya Tourism Board (KTB) (10 marks)

QUESTION FIVE (20 MARKS)

- a) Highlight Five advantages of using appropriate technology in Travel and Tour Operations (10 marks)
- b) Explain Five reasons why terrorism is a major threat in the travel industry (10 marks)



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FIRST YEAR SECOND SEMESTER EXAMINATION FOR DIPLOMA IN
HOSPITALITY AND TOURISM MANAGEMENT

DHTM035: INTRODUCTION TO FOOD SAFETY & MICROBIOLOGY

DATE: 6/6/2017

TIME: 8:30 – 10:30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Define the following terms;
 - i. Micro organisms
 - ii. Food safety
 - iii. Toxins
 - iv. High risk foods
 - v. Food contaminants (10 marks)
- b) Define HACCP (2 marks)
- c) Outline the seven steps of HACCP (7 marks)
- d) Explain six ways of controlling cross-contamination (6 marks)
- e) State Five important roles of microorganisms (5 marks)

QUESTION TWO (20 MARKS)

- a) Explain five characteristics of food spoilage (10 marks)
- b) Explain five methods of food preservation (10 marks)

QUESTION THREE (20 MARKS)

- a) Define bacteria (2 marks)
- b) Describe six conditions necessary for the growth and multiplication of microorganisms. (12 marks)
- c) Describe three types of food poisoning (6 marks)

QUESTION FOUR (20 MARKS)

- a) Identify six microorganisms useful in the food industry (12 marks)
- b) Giving examples, identify four types of bacteria (8 marks)

QUESTION FIVE (20 MARKS)

- a) Explain the six stages carried out in canning food (12 marks)
- b) Explain four methods of pest control (8 marks)