



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

THIRD YEAR SECOND SEMESTER EXAMINATION FOR BACHELOR OF SCIENCE

IN HOSPITALITY AND TOURISM MANAGEMENT

HTM 219: LEGAL ASPECTS IN HOSPITALITY AND TOURISM

DATE: 17/4/2019

TIME: 11.00-1.00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (30 MARKS)

- a) Define the following terms (2 marks each)
- Hospitality law
 - Ethics
 - The Constitution
 - NEMA
 - Duty of care
- b) Explain the elements of an enforceable contract (10 marks)
- c) Giving any two relevant examples explain what is Innkeeper's lien (5 marks)
- d) The Kenyan law has several sources. Describe any two (5 marks)

QUESTION TWO (20 MARKS)

- a) Discuss any two types of Contracts for Restaurants (10 marks)
- b) Explain any 5 reasons a restaurant may refuse service to a customer (10 marks)

QUESTION THREE (20 MARKS)

The Occupational Safety and Health Act, No. 15 of 2010, provides for the safety, health and welfare of workers and all persons lawfully present at workplaces. Explain five safety and health responsibilities of the employer to the employee

QUESTION FOUR (20 MARKS)

There are two chief categories of torts. Giving examples from hospitality and tourism explain how torts resulting from negligence may be handled.



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SECOND YEAR SECOND SEMESTER EXAMINATION FOR BACHELOR OF

SCIENCE IN HOSPITALITY AND TOURISM MANAGEMENT

HTM 220: HOSPITALITY AND TOURISM FACILITIES MANAGEMENT

DATE:

TIME:

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (20 MARKS)

- a) Discuss ways hotels may save energy resources the following areas:
- i. In guest rooms (5 marks)
 - ii. In the Kitchen (5 marks)
 - iii. General building and public areas (5 marks)
- b) Explain the importance of disposing waste efficiently (5 marks)
- c) Discuss the recommended steps in water management in hotels (10 marks)

QUESTION TWO (20 MARKS)

Using an appropriate diagram discuss the concept of waste hierarchy

QUESTION THREE (20 MARKS)

Explain four objectives of occupational health and safety in organizations.

QUESTION FOUR (20 MARKS)

- a) Explain 5 factors that are responsible for consecutive equipment failure in hotels. (10 marks)
- b) Giving relevant industry examples differentiate between Corrective maintenance and Preventive maintenance (10 marks)

Examination Irregularity is punishable by expulsion



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SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

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FOURTH YEAR SECOND SEMESTER EXAMINATION FOR BACHELOR OF
SCIENCE IN HOSPITALITY AND TOURISM MANAGEMENT

HTM 319: ACCOMODATION OPERATIONS (THEORY AND PRACTICE)

DATE: 6/5/2019

TIME: 8.30-10.30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

1. a) Outline any five functions of the housekeeping department in a hotel (10 marks)
- b) Explain four factors the executive housekeeper has to consider when establishing linen par levels. (10 marks)
- c) Explain any five tasks of a room attendant in a classified hotel (10 marks)
2. All keys whether metal or electronic should be adequately controlled. Discuss any five guidelines to be put in place for key control (20 marks)
3. Explain the use, care and maintenance of wooden furniture in Hotels (20 marks)
4. Guest security is a prime responsibility for hotels. Discuss any five security measures taken by hotels to secure guest rooms (20 marks)



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THIRD YEAR SECOND SEMESTER EXAMINATION FOR BACHELOR OF SCIENCE
IN HOSPITALITY AND TOURISM MANAGEMENT

BTM 375: DESTINATION MANAGEMENT

DATE: 18/4/2019

TIME: 8.30-10.30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

1.
 - a) Explain the characteristics of tourism products (5 marks)
 - b) Explain the importance of a destination brand (5 marks)
 - c) Describe the role destination management organizations (DMOs) in tourism product marketing (10 marks)
 - d) Destination image is a key factor in the destination selection process. Discuss the stages in the formation of a destination image. (10 marks)
2. Positioning is a form of marketing communication that plays a vital role in enhancing the attractiveness of a tourism destination. Describe how you would position Machakos County as a tourism destination. (20 marks)
3. Explain the role of transport in the tourism sector and enumerate the benefits a client receives by using air transport instead of road transport (20 marks)
4. Discuss the key components of monitoring destination performance (20 marks)