



# MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)  
University Examinations for 2015/2016 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT ENGINEERING AND  
TECHNOLOGY

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND SEMESTER EXAMINATION FOR DIPLOMA IN HOSPITALITY &  
TOURISM MANAGEMENT

**CHTO 013: INTRODUCTION TO HOSPITALITY AND TOURISM INDUSTRY**

**DATE:**

**TIME:**

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## INSTRUCTIONS

Answer All Questions in Section A and any TWO in Section B

1. a) Define the following terms as used in hotel and tourism industry. (10 marks)
  - i) Hotel
  - ii) restaurant
  - iii) tourism
  - iv) meal experience
- b) Describe the meaning of the following types of commercial hotels. (6 marks)
  - i) Extended stay hotels
  - ii) Limited stay hotels
  - iii) motels
- c) Highlight factors that influenced tourism by post war period. (6 marks)
- d) State four purpose of classifying hotels in tourism industry. (2 marks)
- e) Highlight six services that an hotel can provide to the clients. (6 marks)

**SECTION B: ANSWER ANY TWO QUESTIONS IN THIS SECTION**

2. a) Describe the following ways of classifying hotels. (10 marks)
- i) classification based on target market
  - ii) classification based on expected length of stay of the guest
  - iii) classification based on location
  - iv) classification based on size
- b) Explain five factors that positively enhance customer's meal experience. (10 marks)
3. a) Explain five types of tourists. (10 marks)
- b) Discuss any five characteristics of tourist products. (10 marks)
4. a) Describe functions of the following departments found in an hotel. (10 marks)
- i) Rooms department
  - ii) Security department
  - iii) Food department
  - iv) Human resource department
  - v) Accounting department
- b) Discuss the positive impact of hospitality and tourism in Kenya. (10 marks)