



MACHAKOS UNIVERSITY

University Examinations 2017/2018

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

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

HTM 100: INTRODUCTION TO HOSPITALITY

DATE: 19/12/2017

TIME: 8:30 – 10:30 AM

INSTRUCTIONS

SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION

1.
 - a) Briefly explain four types of hotel room rates (4 marks)
 - b) Differentiate between a franchise hotel and a chain hotel (4 marks)
 - c) Highlight any three characteristics of a fast food outlet. (3 marks)
 - d) Highlight four responsibilities of a hotel resident manager (4 marks)
 - e) Describe briefly the evolution of hospitality in Kenya (5 marks)
 - f) Identify the functions of any five sections of the housekeeping department (5 marks)
 - g) Briefly explain five room status terminologies as used in compiling room reports (5 marks)

SECTION B: ANSWER ANY TWO QUESTIONS IN THIS SECTION.

2.
 - a) Illustrate the organizational structures of a typical hotel (10 marks)
 - b) Describe the liaison between the engineering and maintenance and the front office department (10 marks)
3.
 - a) Discuss the implications of current political environment on the Kenyan hospitality industry (10 marks)
 - b) Discuss the effect of the plastic ban legislation on the hospitality industry in Kenya (10 marks)

4. a) Discuss the criteria used by the Tourism Regulator agency rate hotels (10 marks)
- b) Explain features of timeshare hospitality operations (10 marks)
5. a) Discuss the importance of MICE to the Kenyan economy (10 marks)
- b) Discus the role of Kenyan Tourism Board with special focus on MICE (10 marks)