



MACHAKOS UNIVERSITY

University Examinations for 2024/2025 Academic Year

SCHOOL OF BUSINESS, ECONOMICS, HOSPITALITY AND TOURISM

MANAGEMENT

DEPARTMENT OF HOSPITALITY AND TOURISM

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

SHT100: FUNDAMENTALS OF HOSPITALITY AND TOURISM

DATE:

TIME:

INSTRUCTIONS:

Answer question **ONE** (*Compulsory*) and *any other TWO* questions

QUESTION ONE (30 MARKS)

- a) Define the following terms. (10 Marks)
 - i) Tourism
 - ii) Motel
 - iii) Servitude
 - iv) Restaurant
 - v) One-Stop-Shop
- b) Using relevant examples describe **five** characteristics of the hospitality industry. (10 Marks)
- c) Explain the classification of tourists in Kenya. (10 Marks)

QUESTION TWO (20 MARKS)

- a) Describe five types of commercial hotels in Kenya. (10 Marks)
- b) Explain the socio-cultural impacts of tourism in Kenya today. (10 Marks)

QUESTION THREE (20 MARKS)

- a) Describe the needs that a customer will be seeking to satisfy when checking into a hotel. (10 Marks)
- b) Discuss the effects of terrorism on tourism and hospitality industry in Kenya. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Tourism has been an important part of Kenya's recent history, resulting in the creation of vast national parks and game reserves. Review in details using examples the latest trends in tourism industry. (10 Marks)
- b) Tourism has both negative and positive impacts. Giving examples to each answer elaborate on **five** negative impacts of tourism to the environment. (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Explain FIVE factors likely to affect the development of tourism in Kenya. (10 Marks)
- b) Analyze five measures the government of Kenya has taken to improve the hospitality and tourism sector. (10 Marks)