



**MURANG'A UNIVERSITY COLLEGE**

*A Constituent College of Jomo Kenyatta University of Agriculture and Technology*

**SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT**

**CODE: CHM0111**

**Time:2.00-4.00PM**

**TITLE: Introduction to hospitality**

**Date: 10-12-2015**

---

**Question one is compulsory**

**Answer any other two (2) questions they all carry equal marks.**

**SECTION ONE 30 MARKS**

1.

- |   |       |
|---|-------|
| a. Discuss briefly history of evolution of the hospitality industry | 10mks |
| b. Explain 5 sectors of the hospitality industry                    | 10mks |
| c. Explain 2 classifications of the hotel departments               | 4mks  |
| d. State 6 duties of a general manager                              | 6mks  |

**SECTION TWO 40 MARKS**

**ANSWER ONLY 2 QUESTIONS IN THIS SECTION, THEY CARRY EQUAL MARKS.**

2.

- |   |       |
|---|-------|
| a. Briefly explain the following travel divisions |       |
| i. Early travel                                   |       |
| ii. Pleasure travel                               |       |
| iii. Travel in the middle                         |       |
| iv. Emergency of spas and seaside resorts         |       |
| v. The industrial revolution period               | 10mks |
| b. Describe 5 ways hotels can be classified       | 10mks |

3.

- |  |       |
|--|-------|
| a. Outline briefly 5 characteristics of the hospitality industry       | 10mks |
| b. Name five positions where a Hospitality graduate can get employment | 5mks  |
| c. Outline 5 duties of the engineering department in a hotel           | 5mks  |

4.

- a. Outline 5 advantages and 5 disadvantages of working in the hospitality industry 10mks
- b. Describe 4 modes hotels of managing hotels (hotel ownership) 8mks
- c. Name 4 types of concierge uniformed staff 2mks

5.

- a. Outline 5 duties of the following employees in a hotel
  - i. Executive housekeeper
  - ii. cleaner
  - iii. Receptionist
  - iv. Food and beverage manager 20mks