



**MURANG'A UNIVERSITY COLLEGE**

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

**SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT**

**CODE: DHM1111**

**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. 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  |

3.

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

4.

a. Outline 5 duties of the following employees in a hotel

i. Executive housekeeper

ii. cleaner

iii. Receptionist

iv. Food and beverage manager

20mks

5.

a. Explain 5 types of unethical behaviour practices by hospitality industry

10mks

b. Outline 5 ways in which tourists believe they were cheated

5mks

c. Explain 5 components of ethical perceptions a hotel should practice

5mks