



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2018/2019 ACADEMIC YEAR
FIRST YEAR FIRST SEMESTER**

**SCHOOL OF TOURISM AND NATURAL
RESOURCE MANAGEMENT
DIPLOMA IN TOURISM AND WILDLIFE
MANAGEMENT**

COURSE CODE: NDTW 126

**COURSE TITLE: INTRODUCTION TO HOSPITALITY
MANAGEMENT**

DATE: 28TH AUGUST, 2019

TIME: 1430 - 1630 HRS

INSTRUCTIONS TO CANDIDATES

Answer **ALL** Questions in Section A and any other **TWO** in Section B

*This paper consists of **TWO** printed pages. Please turn over.*

SECTION A

- 1.) Describe the structure and hospitality industry (5marks)
- 2.) Highlight and explain any 5 kinds of food and beverages outlets (5 marks)
- 3.) a.) Distinguish between a hotel and a motel (2 marks)
b.) Highlight and explain 3 basic kinds of hotel (3marks)
- 4.) Explain any 5 types of accommodation premises (5marks)
- 5.) Discuss the contemporary issues and trends facing the hospitality industry in the 21st Century (10marks)

SECTION B

- 6.) Describe the evolution of hospitality industry (20marks)
- 7.) a.) Highlight and explain different room types in hotel industry (10marks)
b.) Explain different types of restaurant menus in restaurants (10marks)
- 8.) Explain how to mitigate the implications of the special characteristics of hospitality services (20 marks)

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