



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2018/2019 ACADEMIC YEAR
FIRST YEAR SECOND 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: 24TH APRIL, 2019

TIME: 11.00AM - 1.00PM

INSTRUCTIONS TO CANDIDATES

1. Answer Question **ONE** and any other **THREE** questions
2. Do not forget to write your Registration Number

SECTION A: ANSWER ALL QUESTIONS (40MKS)

1. a) Define the term hospitality **(1mk)**
b) Highlight four sector of hospitality industry giving specific examples **(4mks)**
2. a). what is a motel **(1mk)**
b). List and explain any four types of food and beverage outlets **(4mks)**
3. Outline various room services found at a five star rated hotel **(5mks)**
4. Explain *five* different types of restaurants menu **(5mks)**
5. List and explain any *five* room types in a hotel industry **(5mks)**
6. Highlight the emerging trends and contemporary issues in the hospitality industry at the 21st century **(5mks)**
7. Explain characteristics of the hospitality industry **(10mks)**

SECTION B: ANSWER ANY TWO QUESTIONS (30MKS)

8. Discuss the evolution and historic development of the hospitality industry **(15mks)**
9. Explain the technical and personal attributes that service personnel must possess in order to give satisfactory services to their customers **(15mks)**
10. Discuss various departments that are commonly found in a typical hotel structure **(15mks)**

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