



MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATION

2021/2022 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER

**SCHOOL OF NATURAL RESOURCES, TOURISM
AND HOSPITALITY**

**CERTIFICATE IN TOURISM AND WILDLIFE
MANAGEMENT**

COURSE CODE: CTW 005

**COURSE TITLE: INTRODUCTION TO
HOSPITALITY MANAGEMENT**

DATE: 31ST MARCH, 2022

TIME: 1430-1630

INSTRUCTIONS:

Answer **ALL** questions in section **A** and any other **THREE** in section **B**

SECTION A (25MARKS) COMPULSORY QUESTION.

QUESTION ONE.

- a) Define the following terms and concepts as is applicable in the hospitality industry.
- i. Hospitality. (2marks)
 - ii. Garnishes. (2marks)
 - iii. Menu. (2marks)
- b) Explain **Five (5)** possible reasons why food is cooked. (5marks)
- c) List **Five (5)** types of meal plans served in the hospitality industry globally. (5marks)
- d) Distinguish between Convention and Motels as types of hotels found in Kenya. (4marks)
- e) Identify some of the challenges facing the hospitality industry during the covid-19 period in Kenya. (5marks)

SECTION B (45MARKS) ANSWER ANY THREE QUESTIONS.

QUESTION TWO.

- a) Discuss **Five (5) types** of food service methods/styles practiced in the hotel industry. (10marks)
- b) Explain **Five (5) types** of guests expected in any hospitality establishment. (5Marks)

QUESTION THREE.

With sufficient details, identify and describe any **Five (5)** departments found in a typical hotel set up. (15marks)

QUESTION FOUR

Discuss **Seven (7)** unique characteristics of hospitality products and services. (15marks)

QUESTION FIVE

With sufficient details, describe any **Five (5)** Methods used in food preparation and cooking. (15marks)

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