



MAASAI MARA UNIVERSITY
REGULAR UNIVERSITY EXAMINATIONS
2018/2019 ACADEMIC YEAR
FIRST YEAR SECOND SEMESTER

SCHOOL OF TOURISM & NATURAL RESOURCES
MANAGEMENT
DIPLOMA IN TOURISM AND WILDLIFE
MANAGEMENT

COURSE CODE: NDTW 126

COURSE TITLE: HOSPITALITY MANAGEMENT

DATE: 13TH DECEMBER 2018

TIME: 8.30 -10.30AM

INSTRUCTION TO CANDIDATES

- This paper has two sections A & B.
- Answer question **ONE** in section A and any **TWO** in section B

SECTION A: QUESTION IS COMPULSORY (25MARKS)

QUESTION ONE

- a) Define the following terms as is applicable in the hospitality industry.
 - i. Hospitality Management. (2marks)
 - ii. Commercial hotels. (2marks)
 - iii. Airport hotels. (2marks)
- b) Explain **FIVE** types of food and beverage service methods commonly used in various hospitality facilities in Kenya.(5marks)
- c) State and describe SIX types of bed universally accepted in the hotel industry. (6marks)
- d) Differentiate between Highway hotels/Motels and Convention hotels as types of accommodation facilities being provided to visitors. (4marks)
- e) Highlight the current issues and emerging trends in the hospitality industry. (4marks)

SECTION B: ANSWER ANY THREE QUESTIONS (45MARKS)

QUESTION TWO

A typical hotel comprises of various departments that work together to realize higher returns for the establishment. Discuss the various departments commonly found in a typical hotel set up. (15marks)

QUESTION THREE

The hospitality industry has been in existence since the ancient times till to date. Sufficiently, describe the historical development of hospitality industry. (15marks)

QUESTION FOUR

The guest life cycle involves the stages guests undergo when lodging a hotel. Using hospitality terms describe this stages. (15marks)

QUESTION FIVE

The hospitality industry is a service industry that requires professional personnel to serve its clients. Explain the technical and personal attributes that the service personnel must possess in order to give satisfying service to their customers. (15marks)

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