

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS**

**CHUKA/EMBU**

**FIRST YEAR EXAMINATION FOR THE AWARD OF DIPLOMA IN TOURISM AND  
HOTEL MANAGEMENT**

**DTHM 0112: INTRODUCTION TO HOSPITALITY AND HOTEL MANAGEMENT**

**STREAMS: DTHM Y1S2**

**TIME: 2 HOURS**

**DAY/DATE: TUESDAY 30/03/2021**

**2.30 P.M – 4.30 P.M**

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**INSTRUCTIONS**

**Answer all questions in section A and any other two in section B**

**Do not write anything on the question paper**

**SECTION A: (30 MARKS)**

1. Define the following terms;
  - (a) Hospitality [2 marks]
  - (b) Hospitality industry [2 marks]
  - (c) Hospitality management [2 marks]
2. Briefly explain THREE types of accommodation facilities. [6 marks]
3. Briefly explain THREE responsibilities of a general manager of a hotel. [6 marks]
4. Briefly explain any THREE characteristics of hospitality services. [6 marks]
5. Highlight SIX factors which have facilitated massive development in hospitality industry. [6 marks]

**SECTION B: (40 MARKS)**

6. In details discuss roles of various divisions of a hotel enterprise. [20 marks]
7. (a) Discuss SIX types of tariffs applicable in hotel sector in Kenya. [12 marks]

- (b) Explain the uniqueness of any FOUR types of hotels. [8 marks]
8. (a) Explain FIVE reasons why hotels are classified. [10 marks]
- (b) Describe FIVE consideration in classification of hotel in reference to East Africa classification system. [10 marks]
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