

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

DTHM 0112: INTRODUCTIONS TO HOTEL MANAGEMENT

STREAMS: DTHM Y1S1

TIME: 2 HOURS

DAY/DATE: TUESDAY 07/08/2018

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

- **Answer all questions in section A and any two in section B.**
- **Do not write anything on the question paper.**

SECTION A: (30 MARKS)

1. Explain the term hospitality. (2 marks)
2. Illustrate the scope of hospitality industry. (6 marks)
3. Briefly explain the forms of ownership and management adopted by hospitality businesses. (6 marks)
4. Briefly explain the two main categories of hotel guests and highlight characteristics of each. (4 marks)
5. Highlight any three current trends in the hospitality industry. (3 marks)
6. Briefly explain any four types of guestrooms in hotel establishments. (4 marks)
7. Briefly explain any five types of room rates used by hotels. (5 marks)

SECTION B: (40 MARKS)

8. Discuss the unique characteristics of hospitality industry and how managers in the industry can deal with the challenges posed by these characteristics. (20 marks)

9. Identify the major departments in a hotel establishment and explain the main functions of each. (20 marks)
 10. Giving relevant illustrations, discuss the grading criteria for lodging/accommodation properties in Kenya. (20 marks)
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