

CHUKA



UNIVERSITY

## UNIVERSITY EXAMINATIONS

### EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR SCIENCE IN TOURISM

TOHM 481: ASPECTS IN HOSPITALITY AND TOURISM INDUSTRY

STREAMS: Y4S2

TIME: 2 HOURS

DAY/DATE: TUESDAY 17/04/2018

2.30 P.M – 4.30 P.M

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**INSTRUCTION:**

- Answer question one and any other three
- Do not write anything on the question paper

1. (a) Discuss the five sources of hospitality and tourism law. [10marks]  
(b) Evaluate the main top four risks in hospitality and tourism industry. [8marks]  
(c) Explain three remedies for breach of contract. [6marks]  
(d) Nelson a hotel manager has come to your office complaining that the resident magistrate in Meru law courts has delivered a judgment which is not complying with the law. To which court will you direct him to appeal and why? [6marks]
2. Mr. Mwachiti a prominate business man has started a tourist resort and he has approached you in regard to the legal compliance that is needed in operating the business , advise him accordingly. [10marks]  
(b) Discuss the factors that can lead to termination of a contract. [10marks]
3. (a) Discuss the challenges confronting the hospitality industry. [10marks]  
(b) Explain the risk management strategies for the hospitality and tourism industry. [10marks]
4. (a) Discuss the defences a hotel manager has for producing a defective product. [10marks]

(b) Explain franchising and its challenges in hospitality industry.

[10marks]

