

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

RESITS/SPECIAL EXAMINATIONS

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

DTHM 0112: INTRODUCTION TO HOSPITALITY AND HOTEL MANAGEMENT

STREAMS: DTHM (Y1S1)

TIME: 2 HOURS

DAY/DATE: TUESDAY 29/8/2023

8.30 A.M. – 10.30 P.M.

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 : (6 marks)
 - a. Hospitality
 - b. Hospitality industry
 - c. Hotel management
2. Explain the essential activities that can be offered to a guest in a hotel (6 marks)
3. Explain three types of restaurants clearly defining their unique features. (6 marks)
4. Briefly explain six responsibilities of a front office department staff (6 marks)
5. Briefly explain three rating systems used to classify hotels. (6 marks)

SECTION B (40 MARKS)

6. In detail, explain the different functions of ten various departments found in a hotel. (20 marks)

7. a) Discuss five factors that have led to the growth and development of the hospitality industry. (10 marks)
- b) Explain five features of hospitality services. (10 marks)
8. Discuss the environmental, economic, and social impact of the hospitality industry. (20 marks)

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