



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN TOURISM MANAGEMENT

(DTM J10)

HOSPITALITY SERVICES

END OF SEMESTER EXAMS

SERIES: APRIL/MAY 2010

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

1. The paper consists of **TWO** Sections **A** and **B**.
2. Section **A** is compulsory.
3. Answer any **TWO** questions from Section **B**.

SECTION A
(Compulsory)

- Q.1 (a) Hospitality customers might be seeking to satisfy different needs as they visit any food and beverage outlet. Explain **FOUR** such needs. (10 marks)
- (b) Discuss the **TWO** sectors of the hospitality industry. (10 marks)
- (c) Give a detailed analysis of accommodation facilities in both formal and informal sectors of the industry. (10 marks)

SECTION B

Answer any **TWO** questions from this Section.

- Q.2 Discuss the duties of a Food and Beverage manager of a three Star Hotel. (20 marks)
- Q.3 Give the desirable attributes of food and beverage service personnel. (20 marks)
- Q.4 Define the following terms as used in the Hospitality industry:
1. Cocktail
 2. Punch
 3. Guest satisfaction
 4. Service standards
 5. Food quality (20 marks)
- Q.5 (a) The hospitality industry displays many characteristics of service industries. Explain the characteristics of Hospitality services. (10 marks)
- (b) Hospitality products are both tangible and intangible. Discuss the above statement. (10 marks)