



TECHNICAL UNIVERSITY OF MOMBASA
School of Humanities & Social Sciences
DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

BHT 4103: HOSPITALITY OPERATIONS

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: SUPPLEMENTARY/SPECIAL 2015

TIME: 2 HOURS

INSTRUCTIONS:

- Answer question **ONE (Compulsory)** in Section **A** and any other **TWO** questions in Section **B**.

This paper consists of Two printed pages

SECTION A (Compulsory)

QUESTION 1

- a) Define the following concepts:
- i) Customer satisfaction **(2 marks)**
 - ii) Hotel **(2 marks)**
 - iii) Franchise **(2 marks)**
 - iv) Chain hotel **(2 marks)**
 - v) Hotel classification system **(2 marks)**
- b) Discuss the steps to take in managing service failure in a tourism enterprise. **(10 marks)**
- c) Describe the types of accommodation available in Kenya. **(10 marks)**

SECTION B (Answer any **TWO** questions)

QUESTION 2

Describe the characteristics of hospitality services.

(20 marks)

QUESTION 3

Distinguish between commercial and non-commercial food and beverage operations.

(20 marks)

QUESTION 4

Discuss the effects of food poisoning to a restaurant.

(20 marks)