



# **TECHNICAL UNIVERSITY OF MOMBASA**

## ***SCHOOL OF HUMANITIES AND SOCIAL STUDIES***

### **DEPARTMENT OF HOSPITALITY & TOURISM**

#### **BACHELOR OF TECHNOLOGY IN HOTEL AND HOSPITALITY MANAGEMENT/BACHELOR OF SCIENCE IN TOURISM MANAGEMENT (BTHMS15/BSTMS15)**

#### **BHT4103: HOSPITALITY OPERATIONS**

#### **SPECIAL SUPPLEMENTARY EXAMINATIONS**

**SERIES: SEPT. 2017**

**TIME: 2 HOURS**

#### **INSTRUCTIONS:**

- This paper consists of **TWO** Sections **A** and **B**.
- Section **A** is Compulsory. Answer **ALL** questions.
- Answer any **TWO** questions in Section **B**.

#### **SECTION A (Compulsory) 30 Marks**

Q1. Describe the activities in the guest cycle [10 marks]

Q2. Discuss the Management Functions and how they relate to hospitality operations [10 marks]

Q3. Explain the management skills necessary for a hotel operations manager [10 marks]

#### **SECTION B (Answer Any two Questions)**

Q4. Describe any 5 characteristics of service [20 marks]

Q5. Describe the sections of the front office in a large hotel. [20 marks]

Q6. With the aid of a diagram explain the sectors of the foodservice industry [20 marks]