



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

**UNIVERSITY EXAMINATION FOR THE DEGREE OF:
BACHELOR OF TECHNOLOGY IN HOTEL AND HOSPITALITY
MANAGEMENT (CLASS)**

UNIT CODE BHH 4401: UNIT NAME HOSPITALITY LAW

END OF SEMESTER EXAMINATION

SERIES: AUGUST 2021

TIME:2HOURS

DATE:Pick DateAUGUST 2021

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **five** questions. AttemptChoose instruction.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

a) Define the following terms used in hospitality law (3mks)

- i. Franchise
- ii. Principal
- iii. Contract

b) Briefly discuss the defining characteristics of three types of organizational structures reviewed in this course as used in the hospitality industry relate to Liability, Financing, and Transfer of ownership (6mks)

c) Discuss three common hospitality-operating structures (3mks)

d) Briefly explain the components of a legally enforceable contract (6mks)

- e) Briefly elucidate four forms which Legal acceptance may be established in the hospitality industry (4mks)
- f) Explain why in most cases, written contracts are preferred over verbal contracts (2mks)
- g) Give a hospitality example of the importance that “selection” makes in the STEM process (2mks)
- h) Discuss the role of at least two government regulatory bodies examined in this course that impact hospitality business (4mks)

SECTION B (Answer only TWO questions)

QUESTION TWO

A vendor has agreed to clean your hotel carpets at a very competitive price. In a telephone conversation with you, the vendor states that if it gets the contract, members of its staff will “do your home carpets once a year” as a thank you. Apply the seven criteria for ethical behaviour to this situation.

(20 Marks)

QUESTION THREE

Many litigation matters encountered by hospitality operators have a common denominator: a poorly prepared employee. Giving relevant examples, discuss how you can you apply the STEM process as a preventative management in hospitality.

(20 Marks)

QUESTION FOUR

Discuss the recommended steps for responding to inquiries and complaints by government agencies

(20 Marks)

QUESTION FIVE

Using relevant hospitality examples, discuss the role of hospitality businesses, in the OSHA Act framework, in ensuring a safe and healthful working conditions for its employees?

(20 Marks)