



**TECHNICAL UNIVERSITY OF MOMBASA**

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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.**

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**SECTION A (Answer all the questions)**

**30 POINTS**

**QUESTION ONE**

a) Define the following terms used in hospitality law (4mks)

*i. Ethics.*

*ii. Sole proprietorship*

*iii. Franchisee*

*iv. License*

b) Briefly explain the characteristic(s) of *agent-principal relationship* (2mks)

b) Briefly discuss three common organizational structures reviewed in this course as used in the hospitality industry (3mks)

c) Explain the consequences of Breaching an Enforceable Contract (3mks)

d) Explain two types of property the future manager must learn to administer in the hospitality industry (2mks).

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

f) Discuss the importance of “manage” in the STEM process (2mks)

g) Identify and explain the role of at least five government entities that regulate the hospitality industry Kenya (5mks)

h) Other than 'manage', briefly discuss other components of STEM process as a means of preventative management in hospitality (3mks)

## **SECTION B (Answer only TWO questions)**

### **QUESTION TWO**

Discuss the recommended steps for responding to inquiries and complaints by government agencies (20 Marks)

### **QUESTION THREE**

The purpose of OSHA act is "to assure, safe and healthful working conditions." Protecting workers' rights. Using relevant hospitality examples, what are hospitality businesses required to do to assure safe and healthful working conditions for its employees? (20 Marks)

### **QUESTION FOUR**

Legal acceptance may be established in a variety of ways, using relevant examples, discuss the forms in which legal acceptance can take in the hospitality industry.(20 Marks)

### **QUESTION FIVE**

Assume that you are the food and beverage director of a large hotel. You are planning an executive event that require a large amount of wine and champagne. You conduct a competitive bidding process with the suppliers and, based on quality and price, you place a very large order (in excess of Ksh 200, 000) with a single supplier. One week later, you receive a case of very expensive champagne, delivered to your home with a nice note from the supplier representative stating how much it appreciated the order and that the supplier is really looking forward to doing business with you in the years ahead. Using the seven guidelines of ethical analysis, what do you do with the champagne? (20mks)