



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN TOURISM MANAGEMENT

(DTM S13)

BHT 2107: HOSPITALITY SERVICES

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2014

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- ***This paper consists of Three printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Explain the distinctive characteristics of Hospitality Services. **(10 marks)**
- b) Outline the factors that lead to the growth of the hospitality industry in the 50's and 60's. **(8 marks)**
- c) Describe the following types of hospitality operations:
- i) Hotel
 - ii) Motel
 - iii) Bistro
 - iv) Lodge
 - v) Theme restaurant
- d) What role do the following organizations play in the hospitality industry in Kenya? Write the abbreviation in full:
- i) N.E.M.A
 - ii) P.E.R.A.K
- (7 marks)**

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) The front office manager heads the front office. Describe his duties. **(10 marks)**
- b) Explain how a reservations clerk will proceed with a phone request for a room reservation. **(10 marks)**

QUESTION 3

- a) Explain the meaning of the following explanations as used to describe various accommodation products: **(10 marks)**
- i) Twin room
 - ii) Double room
 - iii) Triple room
 - iv) Suite
 - v) Single
 - vi) Murphy
 - vii) Rack-rate
 - viii) Commercial rate
 - ix) American plan
 - x) European plan
- b) Explain how key control is done and why. **(10 marks)**

QUESTION 4

- a) Outline the duties of a Food and Beverage Manager. **(10 marks)**

b) Differentiate between an ala carte menu and a table d'hote menu.

(10 marks)

QUESTION 5

Information Technology advancement has had a big effect on hospitality management. Discuss.

(20 marks)