



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE: DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT (DTM S 24)

BHT 2107: HOSPITALITY SERVICES
END OF SEMESTER EXAMINATION

SERIES: APRIL 2025

TIME: 2 HOURS

DATE: Pick Date Apr 2025

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of five questions. Attempt Choose instruction.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

- a) Using examples differentiate between a capital and an operational budget. (5 marks)
- b) State **eight** stages of registering a guest in a hotel (8 marks)
- c) Point out **five** types of rooms in hotel (5 marks)
- d) State the meaning of the term hospitality (2 marks)
- e) Identify **five** hospitality and tourism sectors and in each case give two examples (10 marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Explain **four** characteristics of the hospitality services. (8 marks)
- b) Discuss **six** ways hospitality industry contribute to Corporate Social Responsibility (CSR). (12 marks)

QUESTION THREE

- a) Explain **six** factors which determine room rates in hotels (12marks)
- b) Identify **four** sectors of the food and beverage department (8 marks)

QUESTION FOUR

- a) Explain **five** ethical principles for hospitality management (10 marks)
- b) Discuss **five** roles of stewarding department in a hotel (10 marks)

QUESTION FIVE

- a) Explain the functions of **six** departments of a hotel (12marks)
- b) Describe **four** grades of hotel rooms (8 marks)