



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

SUP/SPEC EXAMINATION

SERIES: JULY 2025

TIME: 2 HOURS

DATE: Pick Date Jul 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) State **four** intangible elements in hospitality industry. (4 marks)
- b) Identify **five** types of accommodation establishment and in each case state the type of client (10 marks)
- c) Outline **six** duties of a reservation clerk in a hotel (6 marks)
- d) List **ten** loan items and services that guest request in hotel (5 marks)
- e) Identify **five** Association for hospitality and tourism services (5 marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Explain **five** components of a service package in hotels (10marks)
- b) Describe **five** room rates in a hotel (10 marks)

QUESTION THREE

- a) Explain the following ethical principles in hospitality industry;
 - i. Integrity
 - ii. Reputation
 - iii. Accountability
 - iv. Loyalty
 - v. Commitment to excellence (10marks)
- b) Explain **five** benefits of technology in enhancement of hospitality services (10 marks)

QUESTION FOUR

- a) Discuss the relationship between front office and **five** other departments in a hotel.
(10marks)
- b) Identify **five** sectors of the food and beverage department and explain the role of each
(10 marks)

QUESTION FIVE

- a) Explain **six** duties of a restaurant manager in a hotel (12marks)
- b) Describe **four** types of hotel guests (8 marks)

