



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:
BACHELOR OF TECHNOLOGY IN HOTEL AND HOSPITALITY
MANAGEMENT/BACHELOR OF SCIENCE IN TOURISM MGT
BTHM S24/BTSM S24
HHH 4101: INTRODUCTION TO HOSPITALITY/HOSPITALITY
OPERATIONS

END OF SEMESTER EXAMINATION

SERIES: SEP – DEC 2024

TIME: 2HOURS

DATE: Pick Date Dec2024

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 tquestion ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

QUESTION 1

1 (a) Define the following terms;

(i) Hotel

(ii) Tourism

(iii) Lodging

(iv) target market

(8 Marks)

- (b) Explain the main roles of;
- (i) Hospitality
 - (ii) Tourism. (6 Marks)
- (c) Distinguish between the following terms; giving **Two** examples in each;
- (i) Commercial or primary catering establishment.
 - (ii) Welfare or secondary catering establishment. (6 Marks)
- (d) Highlight **Five** (5) career opportunities offered in travel sector. (5 Marks)
- (e) Explain **Five** (5) categories of Tourists in Hospitality and Tourism. (5 Marks)

SECTION B (Answer only TWO questions)

QUESTION 2

- (a) Describe **Five** (5) characteristics of Hospitality and Tourism. (10 Marks)
- (b) Explain **Five** (5) professional ethics that should be observed in Hospitality and Tourism. (10 Marks)

QUESTION 3

- (a) Identify **Five** (5) departments and their functions in a hotel. (10 marks)
- (b) Explain **Five** (5) types of hotel users in Hospitality. (10 marks)

QUESTION 4

- (a) Explain **Five** (5). Essential skills that a supervisor has to possess to work in Hospitality and Tourism industry. (10 marks)
- (b) Explain **Five** (5) principles of Hospitality and Tourism. (10 marks)

QUESTION 5

- (a) Explain **Five** (5) importance of hotels in a country. (10 Marks)
- (b) Describe **Five** (5) factors to be considered when developing Tourists products. (10 Marks)

