



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN TOURS AND TRAVEL OPERATIONS

(CTTO S12)

BHT 1103: HOSPITALITY SERVICES

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2013

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 Two printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) State and explain **FIVE** types of accommodations available to tourists arriving in Kenya. **(10 marks)**
- b) Explain **FIVE** advantages of having confirmed reservations. **(10 marks)**
- c) Explain the following terms:
- i) Excursions
 - ii) Itinerary
 - iii) Buffet
 - iv) Tourism motivation
 - v) Resort **(10 marks)**

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

Explain the major components of tourist industry with examples in each. **(20 marks)**

QUESTION 3

- a) What are ancillary services? **(2 marks)**
- b) Explain the importance of these services to tourism. **(18 marks)**

QUESTION 4

A modern tourist has both physiological and psychological needs. Explain how these needs are satisfied in today's industry. **(20 marks)**

QUESTION 5

Given budget and mass tourism which category would you recommend for Kenya today and why? **(20 marks)**