



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

BHT 4103 : HOSPITALITY OPERATIONS

END OF SEMESTER EXAMINATIONS

SERIES: DECEMBER 2013

TIME: 2 HOURS

INSTRUCTIONS:

- Answer all questions in Section **A** and any other **TWO** questions in Section B.

This paper consists of Two printed pages

SECTION A (Compulsory)

QUESTION 1

Describe the following hotel types

- All-suite hotel.
- Boutique hotel
- Resort
- Condominium
- Spa

(10marks)

QUESTION 2

Describe the four (4) general ways used to classify hotels.

(20marks)

QUESTION 3

Discuss the major forces that influenced the evolution of the hospitality industry.

(20marks)

QUESTION 4

Discuss the responsibilities of the following departments in the rooms division.

- i) Uniformed services
 - ii) Housekeeping
- (20marks)**

QUESTION 5

Discuss the hotel as a total market concept.

(20marks)

QUESTION 6

a) Discuss the four (4) major areas of concern for the security division in a hotel.

(8marks)

b) Discuss the influence of other departments on the effectiveness and efficiency of the security division

(6marks)