



# **THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE**

***Faculty of Business & Social Studies***

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN TOUR AND TRAVEL OPERATIONS

(CTTO J10)

## **HOSPITALITY SERVICES**

END SEMESTER EXAMS

**SERIES:** APRIL/MAY 2010.

**TIME:** 2 HOURS

### **INSTRUCTIONS TO CANDIDATES**

1. The paper consists of **TWO** Sections **A** and **B**.
2. Section **A** is compulsory.
3. Answer any **TWO** questions from Section **B**.

**SECTION A**  
(COMPULSORY)

- Q.1 (a) Define the following terms:
- (i) Beverages
  - (ii) Wine
  - (iii) Restaurant
  - (iv) Meal experience
  - (v) Accommodation (10 marks)
- (b) (i) What is a hotel? (5 marks)
- (ii) Name **FIVE** departments in a large hotel. (5 marks)
- (c) Explain the duties of the following members of staff in a hotel.
- (i) Food and Beverage Manager (5 marks)
  - (ii) Accommodation Manager. (5 marks)

**SECTION B**

Answer any **TWO** questions from this Section.

- Q.2 (a) Explain the meaning of Hospitality Services. (10 marks)
- (b) Give the characteristics that make the hospitality services unique. (10 marks)
- Q.3 (a) What do you understand by the term Hotel classification? (5 marks)
- (b) How are hotels classified in Kenya. (15 marks)
- Q.4 (a) Name **THREE** types of Menus. (6 marks)
- (b) Give the characteristics of each of the **THREE** Menus. (14 marks)
- Q.5 The hospitality business provides food drink and services to its clients.
- (a) Explain **FIVE** alcoholic beverages. (10 marks)
  - (b) Explain **FIVE** non-alcoholic beverages. (10 marks)