



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN TOURISM MANAGEMENT

(DTM J10)

HOSPITALITY SERVICES

END OF 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) Accommodation
 - (ii) Hospitality industry
 - (iii) Hotel
 - (iv) Entertainment
 - (v) Leisure
 - (vi) Destination Spar
 - (vii) A la Carte
 - (viii) Tariffs
 - (ix) Alcoholic beverage
 - (x) Beverage vending machine. (10 marks)
- (b) You have been appointed a Tourism Officer incharge of guests special services. Discuss the special services in the hospitality industry and their relations to tourism. (10 marks)
- (c) Discuss the production and service of Red wine. (10 marks)

SECTION B

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

- Q.2 (a) Explain what you understand by Guest satisfaction. (10 marks)
- (b) The Hospitality product is both tangible and nontangible. Discuss the above statement. (10 marks)
- Q.3 You work for a reputable tour organization in the North Coast of Mombasa. A client reserves the following facilities through your office.
- (a) Accommodation Full Board-facing ocean.
 - (b) Four wheel driver van for 2 days tour into Masai Mara game reserve.
 - (c) Care and refreshments for his wife's birthday.

On arrival, he finds:-

- (i) All accommodation facing ocean has been given out.
- (ii) The tour wheel van has been hired out – He sues the hotel.
Advise the Hotel.

(20 marks)

Q.4 Sport and Recreation facilities are guest related services. Explain other guest related services.

(20 marks)

Q.5 Give the hotel classification systems in Kenya and explain the classification criteria.

(20 marks)