



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2019/2020 ACADEMIC YEAR
FIRST YEAR FIRST SEMESTER**

**SCHOOL OF NATURAL RESOURCE AND ANIMAL
SCIENCES
CERTIFICATE IN TOURISM AND WILDLIFE
MANAGEMENT**

**COURSE CODE: CTW 005
COURSE TITLE: INTRODUCTION TO HOSPITALITY
MANAGEMENT**

DATE: 3RD DECEMBER, 2019

TIME: 0830 – 1030 HRS

INSTRUCTIONS TO CANDIDATES

Answer **ALL** questions in section **A** and any other **THREE** in section **B**

SECTION A (25MARKS) COMPULSORY QUESTION.

QUESTION ONE

- a) Define the following terms and concepts as is applicable in the hospitality industry.
- i. Hospitality. (2marks)
 - ii. Resort Hotels. (2marks)
 - iii. Spa hotels. (2marks)
- b) Describe the major products and services offered in various hospitality establishments in Kenya. (5marks)
- c) State and describe **SIX** types of beds universally accepted in the hotel industry. (6marks)
- d) Distinguish between Resorts and Highway hotels as types of hotels found in Kenya. (4marks)
- e) Identify some of the challenges facing the hospitality industry in Kenya. (4marks)

SECTION B (45MARKS) ANSWER ANY THREE QUESTIONS.

QUESTION TWO.

Discuss the various departments found in a typical hotel set up. (15marks)

QUESTION THREE.

The development of the hospitality industry dates back to ancient times. In depth, describe the historical development of hospitality. (15marks)

QUESTION FOUR

Room types can be numerous and may vary in their grading, features and functions. With sufficient details, state and explain the common types of rooms as used in the accommodation sector. (15marks)

QUESTION FIVE

The hospitality industry is unique in nature which tends to be service oriented and has a strong emphasis on human exchange in the service delivery processes. Sufficiently, describe the characteristics of this unique industry. (15marks)

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