



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATIONS  
2018/2019 ACADEMIC YEAR  
FIRST YEAR FIRST SEMESTER**

**SCHOOL OF TOURISM AND NATURAL  
RESOURCE MANAGEMENT  
BACHELOR OF HOTELS AND HOSPITALITY  
MANAGEMENT**

**COURSE CODE: BHM 1103  
COURSE TITLE: INTRODUCTION TO  
HOSPITALITY OPERATIONS**

**DATE: 5<sup>TH</sup> DECEMBER, 2018**

**TIME: 0830 - 1030 HRS**

---

**INSTRUCTIONS TO CANDIDATES**

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

*This paper consists of 2 printed pages. Please turn over*

**SECTION A- 25 MARKS**

**QUESTION ONE**

- a.) Elaborate the term hospitality (3Marks)
- b.) Outline **SIX** sections found in a hotel (3 Marks)
- c.) Explain **FOUR** sectors of the hospitality industry (4 Marks)
- d.) State and explain **FIVE** types of hotels (5 Marks)
- e.) Explain **FIVE** factors considered in the categorizing of hospitality establishments (5 Marks)
- c.) State and explain **FIVE** personnel found in a typical hospitality establishment and their duties (5 Marks)

**QUESTION TWO:**

- a.) Describe a kitchen (1 Mark)
- b.) Using diagrams explain four kitchen plans (4 Marks)
- c.) State and explain **FIVE** sections of a kitchen (5 Marks)
- d.) Explain **FIVE** personnel found in the kitchen (5 Marks)

**QUESTION THREE:**

- a.) Elaborate **FIVE** room rate terms commonly used in hospitality establishments offering accommodation (5 Marks)
- b.) Explain **FIVE** types of guest rooms (5 Marks)
- c.) outline **FIVE** sections found in the accommodation department (5 Marks)

**QUESTION FOUR:**

- a.) Explain the **SCOPE** of hospitality industry (3 Marks)
- b.) Enumerate the importance of studying introduction to hospitality management (4 Marks)
- c.) Explain **EIGHT** broad types of hospitality establishments (8 Marks)

**QUESTION FIVE:**

- a.) Explain the **FIVE** main food groups to consider when coming up with a menu (5Marks)
- b.) Discuss **FOUR** forms of cooking commonly used (4Marks)
- c.) While giving examples State and explain **THREE** forms of heat transfer used in the cooking and preparation of meals (6Marks)

.....END.....