



# **MAASAI MARA UNIVERSITY**

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

**SCHOOL OF TOURISM & NATURAL RESOURCES  
MANAGEMENT  
CERTIFICATE IN TOURISM AND WILDLIFE  
MANAGEMENT**

**COURSE CODE: CTW 005**

**COURSE TITLE: INTRODUCTION TO HOSPITALITY  
MANAGEMENT**

**DATE: 7<sup>TH</sup>, DECEMBER, 2018**

**TIME: 0830 – 1030 HRS**

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**INSTRUCTION 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: QUESTION IS COMPULSORY (25 MARKS)**

### **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 products and services offered in various hospitality establishments in Kenya. (5marks)
- c) State and describe SIX types of bed universally accepted in the hotel industry. (6marks)
- d) Differentiate between a president suite and a Villa as types of room facilities being provided to visitors in various hotel establishments. (4marks)
- e) Identify some of the challenges facing the hospitality industry in Kenya. (4marks)

## **SECTION B: ANSWER ANY THREE QUESTIONS (45 MARKS)**

### **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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