



COLLEGE

UNIVERSITY EXAMINATIONS

**RESIT EXAMINATION FOR THE AWARD OF CERTIFICATE IN
ECOTOURISM AND HOSPITALITY MANAGEMENT**

CERT 0002: INTRODUCTION TO HOSPITALITY MANAGEMENT

STREAM: CERT ECOTOURISM

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 5/10/11

11.30A.M. – 1.30P.M.

INSTRUCTIONS:

Examination consists of two Sections.
Section A – carries 30 marks (Compulsory).
Section B – carries 40 marks (Attempt two questions only).

SECTION A

- Q.1 List the main sources of reservation. [4 1/2 marks]
- Q.2 Which are the three components which comprises the selling of the in-house? [3 marks]
- Q.3 Draw a sketch of organizational chart of a given catering industry sector. [5 marks]
- Q.4 Describe the various hotel classification procedures. [5 marks]
- Q.5 Define the following
- (i) Cover [2 1/2 marks]
 - (ii) Resort [2 1/2 marks]
 - (iii) Motel [2 1/2 marks]
 - (iv) Inn [2 1/2 marks]
 - (v) Restaurant [2 1/2 marks]

SECTION B (40 MARKS)

Q.6 Illustrate with a flow chart guest check in and out using typical flow chart. [20 marks]

Q.7 Discuss in details Silver service style. [20 marks]

Q.8 Discuss the following Hospitality outlets

(a) Hotels [5 marks]

(b) Camps [5 marks]

(c) Lodges [5 marks]

(d) Fast food outlet [5 marks]

