

CHUKA



UNIVERSITY

COLLEGE

UNIVERSITY EXAMINATIONS

**FIRST YEAR EXAMINATION FOR THE AWARD OF
CERTIFICATE IN ECOTOURISM & HOSPITALITY MANAGEMENT**

CERT 0013: PROFESSIONAL CODE OF CONDUCT

STREAMS: CERT (ECOT)

TIME: 2 HOURS

DAY/DATE: TUESDAY 18/12/2012

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS:

Answer ALL the questions in Section A and any two (2) in Section B.

SECTION A: (30 MARKS)

1. Discuss briefly three (3) competencies necessary for the frontline food service staff.
[6 marks]
2. Define the following attributes for success:
 - (i) Persistence
 - (ii) Repetition
 - (iii) Determination [6 marks]
3. Outline the essential features of a service professional with respect to good grooming.
[6 marks]
4. Describe briefly formal sitting arrangement for a ministerial function, showing clearly effective good manners to be observed in such a gathering.
[6 marks]
5. Define self-actualization according to Abraham Maslow, clearly depicting the essential elements to effectively self-actualize.
[6 marks]

SECTION B: (40 MARKS)

6. Discuss the following elements of competencies of a food service professional, listing five (5) examples in each category:

(a) Etiquette

(b) Hygiene and sanitation

(c) Discipline

(d) Courtesy [20 marks]

7. (i) What is attitude? [2 marks]

(ii) Describe positive and negative attributes during the provision of a good guest experience. [18 marks]

8. Discuss effective considerations for polite telephone communication. [20 marks]
