

MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS 2016/2017 ACADEMIC YEAR**

**FIRST YEAR FIRST SEMESTER**

**SCHOOL OF TOURISM AND NATURAL RESOURCE MANAGEMENT**

**BACHELOR OF HOTEL & HOSPITALITY MANAGEMENT**

**COURSE CODE: BHM 1103**

**COURSE TITLE: INTRODUCTION TO**

**HOSPITALITY OPERATIONS**

**DATE: 2ND FEBRUARY 2017 TIME: 8:30 – 10:30AM**

**INSTRUCTIONS TO CANDIDATES**

Question **ONE** is compulsory Answer any other **THREE** questions

**QUESTION ONE (25marks)**

1. Explain the type of rooms that may be found in a hotel

**(6 marks)**

1. Examine the different phases of the guest cycle **(8 marks)**
2. Identify the different types of hotel guests **(5 marks)**
3. State and explain the room rates offered in a hotel **(6 marks)**

**QUESTION TWO**

1. State and explain different hotel classifications **(7 marks)**
2. Describe the functions of major hotel departments **(8 marks)**

**QUESTION THREE**

Discuss the organizational structure of a typical food service establishment **(15 marks)**

**QUESTION FOUR**

1. Define the term hospitality **(2 marks)**
2. Explain the interrelationship between the hospitality and tourism industry **(5 marks)**
3. Describe the scope of the hospitality industry **(8 marks)**

**QUESTION FIVE**

1. Discuss the different hotel operations **(6 marks)**
2. State and explain the various types of accommodation used by travellers **(9 marks)**

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