**THE PRESBYTERIAN UNIVERSITY OF EAST AFRICA NAKURU ODEL TEACHING CENTRE**

**DEPARTMENT OF HOSPITALITY & TOURISM MGT**

**BSC IN HOSPITALITY &TOURISM MGT**

**END OF SEMESTER EXAMINATION; JANUARY-APRI, 2022**

**DHM011; INTRODUCTION TO HOSPITALITY MGT**

**Date; January-April 2022 Time; 2 HOURS**

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**Instructions;** Answer Question **ONE** and any other **TWO**

**SECTION A (30MARKS)**

1. **Define the following terms as used in hospitality industry. (10 marks)**
2. **Ecotels**
3. **Floatels**
4. **Rotels**
5. **Meal experience**
6. **Describe the meaning of the following types of commercial hotels. (6 marks)**
	* 1. **Extended stay hotels**
		2. **Limited stay hotels**
		3. **Motels**
7. **State four purpose of classifying hospitality industry. (2 marks)**
8. **Highlight six services that a hotel can provide to the clients. (6 marks)**
9. **Describe the objectives that influence the organization of a hospitality industry .(6marks)**

**SECTION B (40MARKS)**

1. **Describe the following ways of classifying hotels. (10 marks)**
	* 1. **Classification based on target market**
		2. **Classification based on expected length of stay of the guest**
		3. **Classification based on location**
		4. **Classification based on size**
2. **Explain five factors that positively enhance customer’s meal experience. (10 marks)**
3. **Describe functions of the following departments found in a hotel. (10 marks)**
	* 1. **Rooms department**
		2. **Security department**
		3. **Food department**
		4. **Human resource department**
		5. **Accounting department**
4. **Discuss the positive impact of hospitality industry in Kenya. (10 marks)**
5. **Explain the process of guest cycle within a five star deluxe facility. (8mks)**
6. **Describe factors that influence the rates or prices for guest rooms in a hospitality facility. (12marks)**