

DEPARTMENT OF HOTEL AND HOSPITALITY

COURSE TITLE: INTRODUCTION TO HOSPITALITY OPERATIONS

COURSE CODE: STH 112

ACADEMIC YEAR 2017/2018

SPECIAL/SUPPLIMENTARY EXAM

1ST YEAR SEMESTER ONE

INSTRUCTIONS TO CANDIDATES

- SEE INSIDE

ANSWER ALL QUESTIONS IN THIS SECTION
ALL QUESTIONS CARRY EQUAL MARKS (30MARKS)

SECTION A

1. Highlight the history of hospitality in Kenya. (10marks)
2. Hospitality industry is a service industry. Elaborate. (20marks)

SECTION B

ANSWER ANY TWO QUESTIONS FROM THIS SECTION. (40MARKS)

3. An accommodation management department is essential in any hospitality outlet. Discuss the functions of the accommodation manager. (20marks)
4. Identify and discuss four (4) factors that impact on the development of hospitality industry . (20 marks)
5. Discuss the composition of hospitality industry in Kenya to-day. (20marks)
6. Hospitals are an important sub-sector of hospitality industry. Discuss (20marks)
7. A manager needs to develop skills in order to be efficient and effective. State and discuss those skills. (20marks)