



OFFICE OF THE DEPUTY PRINCIPAL

ACADEMICS, STUDENT AFFAIRS AND RESEARCH

UNIVERSITY EXAMINATIONS

2019/2020 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER REGULAR EXAMINATION

FOR THE DEGREE IN HOTEL AND HOSPITALITY

MANAGEMENT

COURSE CODE: STH 112

**COURSE TITLE: INTRODUCTION TO HOSPITALITY
MANAGEMENT**

DATE: 04/12/2019

TIME:2.00-5.00pm

INSTRUCTIONS TO CANDIDATES

- SEE INSIDETHIS PAPER CONSISTS OF 2 PRINTED PAGES PLEASE TURN OVER
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INSTRUCTIONS TO CANDIDATES

- i) Answer question **ONE** and any other **TWO** questions
ii) Do not write on the question paper

Question One

- a) Highlight the history of hospitality in Kenya. (10 Marks)
- b) Hospitality industry is a service industry. Elaborate. (10 Marks)
- c) Discuss career prospects that a hotel and hospitality graduate may wish to engage in after completing his/her degree. (10 Marks)

Question Two

- a) Identify and discuss the food and beverage product that is found in the hotel industry (10 Marks)
- b) Discuss the professional qualities of a good hotel manager. (10 Marks)

Question Three

- a) An accommodation management department is essential in any hospitality outlet. Discuss the functions of the accommodation manager. (10 Marks)
- b) Identify and briefly explain the types of rooms that are available in a 5star hotel.(10 Marks)

Question Four

Identify and discuss four (4) factors that impact on the development of hospitality industry (20 Marks)

Question Five

Discuss the composition of hospitality industry in Kenya to-day. (20 Marks)