



**ALUPE UNIVERSITY**

**COLLEGE**

*Bastion of Knowledge...*

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**ACADEMICS, STUDENT AFFAIRS AND RESEARCH**

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# **UNIVERSITY EXAMINATIONS**

## **2019/2020 ACADEMIC YEAR**

**SECOND YEAR SECOND SEMESTER REGULAR EXAMINATION**

**FOR THE DEGREE IN HOTEL AND HOSPITALITY**

**MANAGEMENT**

**COURSE CODE: DEM 017**

**COURSE TITLE: CRISIS AND SAFETY MANAGEMENT IN  
HOSPITALITY**

**DATE: 11/12/2019**

**TIME: 2.00-5.00pm**

**INSTRUCTIONS TO CANDIDATES**

- SEE INSIDE THIS PAPER CONSISTS OF 2 PRINTED PAGES  
TURN OVER

**PLEASE**

**INSTRUCTIONS TO CANDIDATES**

i) Answer question **ONE** and any other **TWO** questions

ii) Do not write on the question paper

- 1a) Define the term crisis management. (5marks)
- b) Explain the impact of a crisis in the hospitality industry (8marks)
- c) Describe any kind of crisis associated with the hospitality industry (8marks)
- d) Discuss the need for disaster risk management (9marks)
- 2a) Discuss the procedure to be followed when managing a crisis. (10marks)
- b) Explain how a crisis can affect your business. (10marks)
- 3a) Explain the meaning of a financial risk (5marks)
- b) Discuss the types of financial risk that a hospitality establishment may face. (15marks)
4. Discuss the role of emergency management (20mks)
5. Elaborate on the benefits of insurance in business risk management. (20marks)