
CHUKA



UNIVERSITY

SUPPLEMENTARY / SPECIAL EXAMINATIONS

**FIRST YEAR EXAMINATIONS FOR THE AWARD OF DEGREE OF BACHELOR OF
HOTEL MANAGEMENT/ BACHELOR OF TOURISM MANAGEMENT**

BCHM 111: INTRODUCTION TO HOSPITALITY AND HOTEL MANAGEMENT

STREAMS: BCHM/BTOM Y1S1

TIME: 2

HOURS

DAY/DATE: WEDNESDAY 18/11/2020

2.30 P.M - 4.30 P.M.

INSTRUCTIONS:

- Answer All Questions in SECTION A and Any Other Two in SECTION B
- Do not write anything on the question paper.

SECTION A: (30 MARKS)

1. Describe the functions of six hotel departments. (6 marks)
2. State six room status terminologies that are used in compiling room reports. (6 marks)
3. State six characteristics of a fine dining restaurant. (6 marks)
4. Explain ways of grading similar types of guestrooms. (6 marks)
5. State six ways in which a hotel manager can minimize the effects of low seasons.

(6

marks)

SECTION B: (40 MARKS)

6. Critically examine five recent developments/emerging issues that are affecting the Kenyan hospitality industry. (20 marks)
7. Explain the how the Government of Kenya partakes in the development of hospitality industry. (20 marks)

8. Discuss how hospitality industry has contributed to environmental degradation. (20 marks)
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