



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)
MAIN CAMPUS**

**UNIVERSITY EXAMINATIONS
2022/2023 ACADEMIC YEAR**

**SECOND YEAR, SECOND SEMESTER MAIN EXAMINATION
FOR THE DIPLOMA**

IN

HOSPITALITY AND INSTITUTIONAL MANAGEMENT

COURSE CODE: DHIM 050

COURSE TITLE: CRISES AND SAFETY MANAGEMENT

DATE: 21/4/2023

TIME: 8 – 10 AM.

INSTRUCTIONS TO CANDIDATES

Answer ALL questions in SECTION A and B

Answer TWO questions from section C.

TIME: 2Hours

MMUST observes ZERO tolerance to examination Cheating
This paper consists three printed Pages. Please Turn Over

SECTION A: ANSWER ALL QUESTIONS; EACH QUESTION CARRIES ONE MARK (10 MARKS)

1. Sarova Hotel industry has been losing a number of guests in their rooms and restaurants, leading to withdrawal of investments by their potential investors'. What type of risk are they likely to encounter?
 - A. Financial.
 - B. Legal.
 - C. Security.
 - D. Brand.
2. Financial risk includes the following **EXCEPT**:
 - A. Market risk.
 - B. Copyright risk.
 - C. Credit risk.
 - D. Operational risk.
3. Compliance management _____
 - A. Is the process of monitoring and assessing organizational systems to ensure they comply with security standards and regulatory policies.
 - B. Is the process of monitoring business plans and future development.
 - C. Is the process of identifying risks and managing them in a business.
 - D. Is the process of monitoring compliance with business rules and regulations.
4. Which one of the following is a challenge facing compliance management?
 - A. Weather and unexpected events.
 - B. Constant changes in security and compliance regulations.
 - C. Cyber risks.
 - D. Large losses.
5. _____ management protects an organization by coordinating and integrating all activities. This helps to build, sustain and improve the capability to mitigate against, prepare for, respond to, and recover from threatened or actual natural disasters.
 - A. Risk.
 - B. Emergency.
 - C. Safety.
 - D. Security.
6. Mutinda company plans to hold a wedding event at their hotel. The following are a number of health and safety risks they should consider when planning the event. Which one is **NOT**?
 - A. Fire safety.
 - B. Trademark.
 - C. Electrical safety.
 - D. Equipment safety.
7. Security management in a business includes _____ and _____.
 - A. Confidentiality, Integrity.
 - B. Authenticity, Trademark.
 - C. Financial, Legal.
 - D. Market, Liquidity.
8. Risks can tend to be: _____
 - A. Opportunity-based risk from choosing one option over other options.
 - B. Certainty-based risk from certain unknown events.
 - C. Hazard-based risk from safe materials or actions.
 - D. Safe-based risk from dangerous materials or actions.

9. Which of the following is **NOT** a role of security management in an event?
- A. Prevent threats from happening in the first place.
 - B. Identifying suspicious behavior.
 - C. Taking action in emergency situations.
 - D. Ignoring threats and threatening guests.
10. _____ is the most famous tool of risk management.
- A. Certainty risk.
 - B. Insurance.
 - C. Loss prevention.
 - D. Prevention risk.

SECTION B: ANSWER ALL FIVE (5) QUESTIONS; EACH QUESTION CARRIES 6 MARKS EACH (30 MARKS).

- 11. What are the six benefits of insurance management in the hospitality industry? (6mks)
- 12. Outline six examples of risks encountered in the hospitality industry. (6mks)
- 13. State six roles of security management in an event. (6mks)
- 14. Outline three ways Tai hotel industries can protect their intellectual property in a business. (6mks)
- 15. List six challenges facing compliance management in the hospitality industry. (6mks)

SECTION C: ANSWER ANY TWO (2) QUESTIONS; EACH QUESTION CARRIES 15 MARKS EACH. (30 MARKS)

- 16. Discuss the various types of risks Kituli brothers are bound to encounter on opening up their own hotel industry in Mombasa (15mks)
- 17. Sarah plans to execute a birthday party at Sarova hotel. What are the legal and ethical implications she can consider for the event? (15mks)
- 18. Emergency management plays an important role in the hospitality industry.
 - a) Explain. (10mks)
 - b) Give 5 examples of health and safety risks to be considered when planning an event in the hospitality industry. (5mks)

