



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF  
SCIENCE AND TECHNOLOGY**

**(MMUST)**

**MAIN CAMPUS**

**UNIVERSITY EXAMINATIONS**

**2023/2024 ACADEMIC YEAR**

**THIRD YEAR, SECOND SEMESTER**

**MAIN EXAMINATION**

**FOR DIPLOMA**

**IN**

**HOSPITALITY AND INSTITUTIONAL MANAGEMENT**

**COURSE CODE: DHIM 002**

**COURSE TITLE: INTRODUCTION TO HOSPITALITY OPERATIONS**

**DATE: 15/12/2023**

**TIME: 2-4PM**

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**INSTRUCTIONS TO CANDIDATES**

**Answer all questions in SECTION A and B**

**Answer two questions from section C.**

**MMUST observes ZERO tolerance to examination Cheating**

*This paper consists four printed Pages. Please Turn Over*

**SECTION A: THIS SECTION CONSISTS OF TEN QUESTIONS ONE MARK EACH. ANSWER ALL QUESTIONS (10 MARKS)**

1. Which of the following comes under noncommercial catering?
  - A. Non- residential
  - B. Institutional catering
  - C. Residential catering
  - D. None of the above
  
2. Below are hospitality services. Which one is NOT a basic service?
  - A. Travel
  - B. Food
  - C. Drink
  - D. Lodging
  
3. A food service operation of a limited menu & self-service is -----
  - A. Buffet
  - B. Bar
  - C. Cafeteria
  - D. None of the above
  
4. Table d'hôtel is a term related to :
  - A. Varied buffet service.
  - B. Fixed number of items on a menu
  - C. Choice of items in a menu
  - D. Options for guest to prepare their own menu.
  
5. Which of the following activities falls under the attractions sector of the hospitality industry?
  - A. Clubs
  - B. Casinos
  - C. Cruise ships
  - D. Art galleries

6. Hotel guests are classified according to their :
- A. Trip purpose
  - B. Origin
  - C. Numbers
  - D. All the above
7. A hotel room with all guest room occupied is called :
- A. Green house
  - B. Full house
  - C. House full
  - D. None of these
8. Food and beverage served in guest rooms is known as :
- A. Full service
  - B. Room service
  - C. Service station
  - D. None of these
9. Customers who want to stay for a long period prefer:
- A. Commercial hotels
  - B. Resort hotels
  - C. Residential hotels
  - D. Motels
10. Travel and tourism deal with services related to moving people from place to place .The services below fall under this sector **EXCEPT**:
- A. Buses
  - B. Taxis
  - C. Airplane
  - D. Cruise ships

**SECTION B: THIS SECTION CONSISTS OF SHORT ANSWER QUESTIONS OF SIX MARKS EACH. ANSWER ALL QUESTIONS (20 MARKS).**

11. Define the following terms

a) Hotel (1 Mark)

b) Tourist (1 Mark)

12. Distinguish by giving relevant examples between tourism and hospitality (6 Marks)

13..a) Identify **THREE** functions of the front office department. (3 Marks).

b) Which among the various scope of hospitality industry is core? (2 Marks)

14. List the rooms available in hotels on the basis of meals offered alongside accommodation (3 Marks)

15. Highlight **FOUR** sectors of hospitality industry. (4 Marks)

**SECTION C: THIS SECTION CONSISTS OF THREE LONG ANSWER QUESTIONS OF FIFTEEN MARKS EACH. ANSWER TWO QUESTIONS (30 MARKS)**

16. Accommodation establishments have been classified differently. (15 Marks)

17. Discuss the positive career prospects of the hospitality industry. (15 Marks)

18. Discuss the characteristics of hospitality industry. (15 Marks)