



(University of Choice)

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

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS  
2023/2024 ACADEMIC YEAR**

**FIRST YEAR, FIRST SEMESTER**

**MAIN EXAMINATION**

**FOR THE DEGREE**

**OF**

**B.Sc. HOSPITALITY AND INSTITUTIONAL MANAGEMENT**

**COURSE CODE: PNH 112**

**COURSE TITLE: INTRODUCTION TO HOSPITALITY  
OPERATIONS**

**DATE: 20<sup>TH</sup> DECEMBER 2023**

**TIME: 12 - 2 P.M**

---

**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 (10 MARKS).**

1. Hospitality, not only includes hotels and restaurants but also refers to;
  - A. Other kinds of institutions that offer shelter, food, or both to people away from their homes.
  - B. Other kinds of institutions that offer restaurant, rooms, shelter and food to people away from their homes.
  - C. Other kinds of institutions that offer shelter, accommodation, or both to people away from their homes.
  - D. Other kinds of institutions that offer restaurant, food, or both to people away from their homes.
2. One of the managers' role is to make the guest feel welcome. This means \_\_\_\_\_.
  - A. making food according to design and on time
  - B. being friendly towards the guest and providing an atmosphere of "liberality and good will"
  - C. monitoring portion sizes in relation to cost, and thus focusing on profitability
  - D. none of the above
3. The hospitality and tourism industry comprises the following **EXCEPT**;
  - A. Accommodation.
  - B. Entertainment.
  - C. Infotainment.
  - D. Travel.
4. A hotel that has 100-300 rooms is known as \_\_\_\_\_ hotel.
  - A. mega
  - B. large
  - C. small
  - D. medium
5. \_\_\_\_\_ is one of the political environments affecting the hospitality industry.
  - A. Legal issues
  - B. Distribution of income and assets
  - C. Industrial regulations
  - D. Demand and supply
6. Which of the following is **TRUE** about the emerging markets?
  - A. African nations will continue being the key markets.
  - B. BRICS will continue being the key markets.
  - C. America will continue being the key market.
  - D. Europe will continue being the key market.
7. The battle to drive bookings through proprietary websites will continue, but all major operators will also develop applications and websites for mobile devices to meet \_\_\_\_\_ demands.
  - A. industry
  - B. employee
  - C. consumer
  - D. none of the above

8. \_\_\_\_\_ refers to banqueting.
- A. Off hotel catering
  - B. On hotel catering
  - C. Off premise catering
  - D. On the premise catering
9. \_\_\_\_\_ is the content of hotel tariffs.
- A. Price
  - B. Services
  - C. Facilities
  - D. All the above
10. Which of the following is a career prospect of graduates in hospitality?
- A. Engineering.
  - B. Front office.
  - C. Security.
  - D. Animation.

**SECTION B: Answer ALL questions in this section (20 MARKS).**

11. Highlight any **FIVE** categories of hotels on the basis of location. (5 Marks)
12. Describe the rooms' side of the hotel. (5 Marks)
13. The grading of rooms is generally divided into three categories. Explain. (6 Marks)
14. List any **FOUR** technological issues which remains a challenge to the Kenyan hospitality industry. (4 Marks)

**SECTION C: Answer any TWO questions. (30 MARKS).**

15. You have been invited to your former school to present a talk on career prospects of the hospitality industry. Highlight your presentation. (15 Marks)
16. The hospitality industry is unique in comparison to other industries. Discuss (15 Marks)
17. Explain the classification of food and beverage service based on market segment. (15 Marks)

