

**AKENTEN APPIAH-MENKA**  
**UNIVERSITY OF SKILLS TRAINING AND ENTREPRENEURIAL DEVELOPMENT**

**SUPPLEMENTARY EXAMINATION**

**CANDIDATE INDEX NUMBER:**

**DATE**

COURSE CODE:	HOS 242
COURSE TITLE:	HOSPITALITY OPERATIONS
DURATION:	2 HOURS
LECTURER:	MRS. VIDA GYIMAH BOADU
INSTRUCTIONS	ANSWER ALL QUESTIONS

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**QUESTION ONE**

- a. Briefly explain the following classifications on the basis of ownership
  - i. Chain hotels
  - ii. Independent hotels

[6marks]
- b. Explain three (3) similarities and three (2) differences between franchise cooperation and referrals as in hotel ownership

[10marks]
- c. Describe a five-star hotel and state four features of it.

[4marks]

**QUESTION TWO**

Customer service is the backbone of any industry, especially the hospitality industry.

- a. Explain five needs of a customer in a hotel or restaurant

[10marks]
- b. Briefly explain three benefit of a satisfied customer

[6marks]
- c. List two complaints of a customers and its negative impact on the industry [4marks]

**QUESTION THREE**

- a. Discuss four Intrinsic and Extrinsic factors affecting the growth of the hospitality industry.

[10marks]
- b. Explain with examples, five effects of coronavirus pandemic on the hospitality industry

[10marks]

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