



Inspiring Innovation and Leadership

KARATINA UNIVERSITY

UNIVERSITY REGULAR EXAMINATIONS 2018/2019 ACADEMIC YEAR

BACHELOR OF HOTEL AND HOSPITALITY MANAGEMENT SCHOOL BASED EXAMINATION

COURSE CODE: BHM 101: PRINCIPLES AND PRACTICES
OF HOSPITALITY

DATE: 8th APRIL 2019

TIME: 2:00PM-5:00PM

INSTRUCTIONS TO CANDIDATES

Answer question **ONE** and any other **THREE** questions.

This paper contains 3 pages

PLEASE TURN OVER

QUESTION ONE

[25MARKS]

- a. Define the term hospitality

(2 marks)

- b. Describe the early clientele that patronized the hospitality industry in Kenya (8 marks)
- c. Explain the characteristics of the hospitality industry (8marks)
- d. Explain the recent trends affecting the accommodation sector globally (7marks)

QUESTION TWO

Giving relevant discuss three categories that are used in hotel classification (15 Marks)

QUESTION THREE

Describe the various departments that characterize the rooms division in a hotel (15 Marks)

QUESTION FOUR

Examine the unique accommodation requirements of the at least three categories of travelers (15 marks)

QUESTION FIVE

Discuss the importance of the hospitality industry to Kenya's economy (15 Marks)