



# MACHAKOS UNIVERSITY

University Examinations for 2022/2023 Academic Year

SCHOOL OF BUSINESS, ECONOMICS AND HOSPITALITY AND TOURISM  
MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

FOURTH YEAR SECOND SEMESTER EXAMINATION FOR  
BACHELOR OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)  
SHT100: FUNDAMENTALS OF HOSPITALITY AND TOURISM

DATE:

TIME:

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**INSTRUCTIONS:** Answer Question **One** (Compulsory) and any other **Two** questions

## QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Highlight four circumstances under which potential tourists may opt not to travel (4 marks)
- b) International sports competition attracts large numbers of participants from different parts of the world. Assess four negative social impacts that such population may cause in a destination. (8 marks)
- c) Evaluate Four Challenges encountered by early travelers as they traversed the world (8 marks)
- d) Describe 'Pineapple' symbol as used in Hospitality Industry. (10 marks)

## QUESTION TWO (20 MARKS)

- a) Discuss 5 criteria's of classifying hotels in Kenya. (10 marks)
- b) Analyze 5 unique characteristics of hospitality as a service industry. (10 marks)

## QUESTION THREE (20 MARKS)

- a) Elaborate in detail 5 components of Tourism. (10 marks)
- b) Explain 5 different classifications of hotel guests. (10 marks)

**QUESTION FOUR (20 MARKS)**

- a) Analyse 5 major departments and their functions of hotels in hospitality industry.  
(10 marks)
- b) Justify in detail how front office co-ordinates with 5 other departments in the hotel.  
(10 marks)

**QUESTION FIVE (20 MARKS)**

- a) Critique 5 new trends in hospitality and tourism industry during Covid 19 period.  
(10 marks)
- b) Discuss in detail 5 key trends that have led to the growth of food and beverage.  
(10 marks)