



GRETSA UNIVERSITY - THIKA

**UNIVERSITY EXAMINATIONS
JANUARY - APRIL 2021 SEMESTER**

**DIPLOMA IN FOOD PRODUCTION/DIPLOMA IN
HOTEL & RESTAURANT MANAGEMENT/DIPLOMA IN
TRAVEL & TOURISM**

COURSE CODE: DIHM 019/DFPP 018/DTTM 019

**COURSE TITLE: PROFESSIONAL ETIQUETTE IN HOSPITALITY
AND TOURISM**

DATE: 12 MAY 2021

TIME: 11.30 AM - 2.30 PM

INSTRUCTIONS TO CANDIDATES

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

CAUTION: All exam rooms are under CCTV surveillance during the examination period.

SECTION A: COMPULSORY

QUESTION ONE

- a) Explain five unethical manners displayed by a company's staff and their effects on hotels revenue achievement **[10 Marks]**
- a) Describe five elements of professional behavior used in enhancing customer service **[10 Marks]**
- b) How can hotel staff handle work conflicts among hotel employees to create a conducive working environment **[10 Marks]**
- c) Discuss five attributes of a good hotel manager and their influence on service delivery **[10 Marks]**

SECTION B: ANSWER ANY THREE QUESTIONS

QUESTION TWO

- a) Identify five consequences of unethical practices in hospitality industry **[5 Marks]**
- b) Explain five points about what you can do as a hospitality practitioner to make first impression at a work place **[5 Marks]**
- c) Explain five techniques to remember while making a positive first impression in an interview **[10 Marks]**

QUESTION THREE

- a) Explain what you understand by the term Professional etiquette and give the importance's of studying it as a hotelier **[10 Marks]**
- b) Explain office etiquette rules that hotel employees should convey in line of duty to ensure effective service delivery **[10 Marks]**

QUESTION FOUR

- a) Why is creating of first impression important to hospitality and tourism practitioners? **[5 Marks]**
- b) Describe the relationship between grooming and creating first impression **[5 Marks]**
- c) By citing relevant examples from the hospitality and tourism industry, explain the difference between etiquette and manners **[10 Marks]**

QUESTION FIVE

- a) State five reasons and explain how telephone should be used professionally in the business environment **[5 Marks]**
- b) Analyse five ways of handling typical office interruptions **[5 Marks]**
- c) Explain five ways of handling guests' complains in a professional way **[10 Marks]**