



GRETSA UNIVERSITY - THIKA

**UNIVERSITY EXAMINATIONS
JANUARY - APRIL 2021 SEMESTER**

**CERTIFICATE IN FOOD PRODUCTION/CERTIFICATE
IN TRAVEL & TOUR GUIDING**

COURSE CODE: CFPP 006/CTTG 006

COURSE TITLE: FUNDAMENTALS OF HOSPITALITY

DATE: 07 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 the importance of the hospitality industry to the:
- (i) Tourism industry [2 Marks]
 - (ii) Manufacturing industry [2 Marks]
 - (iii) Transport industry [2 Marks]
 - (iv) Entertainment industry [2 Marks]
 - (v) Farming industry [2 Marks]
- b) Describe five external factors that affect the hospitality industry [10 Marks]
- c) Discuss five main factors that may have contributed to the growth of the hospitality industry in Kenya [10 Marks]
- d) Does the hospitality industry in Kenya face any unique challenges? explain your answer [10 Marks]

**SECTION B: ANSWER ANY THREE QUESTIONS
QUESTION TWO**

- a) By citing relevant examples, explain how the characteristics of the hospitality industry affect its operations [10 Marks]
- b) Hospitality outlets have been affected by the constant change of technology. Discuss five benefits that hotels stand to benefit from adopting such technology in the different operational departments. [10 Marks]

QUESTION THREE

- a) Explain the role of the housekeeping department in:
- (i) Linen control [2 Marks]
 - (ii) Pest control [2 Marks]
 - (iii) Guest safety [2 Marks]
 - (iv) Cleaning of linen [2 Marks]
 - (v) Guest comfort in the guest room [2 Marks]
- b) The housekeeping department comprises of the guest rooms, laundry and linen room. By use of an organizational chart, identify the members of staff that work for this department. [10 Marks]

QUESTION FOUR

- a) Explain briefly two roles of the following departments in a hotel:
- (i) Marketing department [2 Marks]

(ii) Accounting department [2 Marks]

(iii) Banqueting department [2 Marks]

(iv) Human resource department [2 Marks]

(v) Maintenance department [2 Marks]

b) Explain how the front office department relates with five other departments in a hotel
[10 Marks]

QUESTION FIVE

a) Examine five benefits of the hospitality industry to the local community in which it operates
[10 Marks]

b) Discuss five leisure facilities offered in the hospitality industry.
[10 Marks]