



GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS JANUARY - APRIL 2021 SEMESTER

BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT

COURSE CODE: CTTG 002

**COURSE TITLE: PROFESSIONAL ETIQUETTE IN TOUR
GUIDING**

DATE: 10 MAY 2021 2021

TIME: 11.30 AM - 1.30

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) State and explain functions of etiquette. **[10 Marks]**
- b) Analyze forms of dress code for female employees. **[10 Marks]**
- c) Discuss types of etiquette. **[10 Marks]**
- d) Describe rules for cell phone etiquette. **[10 Marks]**

SECTION B: ANSWER ANY THREE QUESTIONS

QUESTION TWO

- a) Highlight factors of interview etiquette. **[10 Marks]**
- b) Explain the procedure for meeting etiquette using points. **[10 Marks]**

QUESTION THREE

- a) Write short notes on the following:
 - i. Employer etiquette **[5 Marks]**
 - ii. Employee etiquette **[5 Marks]**
- b) 'It is essential to keep toilets clean and hygienic to avoid transmission of germs and infections'. Discuss **[10 Marks]**

QUESTION FOUR

- a) Elaborate different points that a visiting card should have. **[10 Marks]**
- b) Discuss greeting customs done in England. **[10 Marks]**

QUESTION FIVE

- a) Explain dining etiquette rules done in South Africa. **[10 Marks]**
- b) Enumerate advantages of business cards. **[10 Marks]**