



The Co-operative University of Kenya

SPECIAL/ SUPPLEMENTARY EXAMINATIONS - AUGUST 2019

EXAMINATION FOR THE DIPLOMA IN TOURISM MANAGEMENT

UNIT CODE: DMTM 1106

UNIT TITLE: FUNDAMENTALS OF HOTEL OPERATIONS

DATE: 29TH AUGUST 2019

TIME: 2:30 PM – 4:30 PM

INSTRUCTIONS:

- Answer question **ONE (compulsory)** and any other **TWO** questions

QUESTION ONE

- a) Outline **SIX** types of guests that can be received in a hotel establishment (6 Marks)
- b) Explain **FOUR** objectives of a hotel manager (8 Marks)
- c) State **SIX** characteristics of motels (6 Marks)
- d) Outline **FIVE** functions of the front office manager (10 Marks)

QUESTION TWO

- a) Describe **FIVE** amenities that may be offered in commercial hotels in a tourist destination (10 Marks)
- b) Explain **FIVE** factors that may have accounted for the popularity of airport hotels in major airports in the world (10 Marks)

QUESTION THREE

- a) Identify **FIVE** types of hotel rooms that can be reserved for guests in an accommodation facility (10 Marks)
- b) Explain **FIVE** benefits that a franchisee hotel establishment will derive from entering this alliance (10 Marks)

QUESTION FOUR

- a) Describe **FIVE** types of hotels that guests can be reserved in tourist destination (10 Marks)
- b) Explain **FIVE** benefits that hotel managers will get as a result having menus in their establishment (10 Marks)

QUESTION FIVE

- a) Describe **FIVE** accommodation services that may be offered by commercial hotels (10 Marks)
- b) Explain **FIVE** reasons why it is important to classify hotels (10 Marks)