



FACULTY OF BUSINESS MANAGEMENT
END OF SEMESTER EXAMINATIONS - APRIL 2025

PROGRAMME: BTHM

YEAR/SEM: YEAR 1/SEMESTER 2

COURSE CODE: BTHM 1201

NAME: FUNDAMENTALS OF HOSPITALITY INDUSTRY

DATE: 2025-04-17

TIME: 2:00-5:00PM

INSTRUCTIONS TO CANDIDATES:

1. Read the instructions very carefully
2. The time allowed for this examination is STRICTLY three hours
3. Read each question carefully before you attempt and allocate your time equally between all the Sections
4. Write clearly and legibly. Illegible handwriting cannot be marked
5. Number the questions you have attempted
6. Use of appropriate workplace examples to illustrate your answers will earn you bonus marks
7. Any examination malpractice detected will lead to automatic disqualification.

DO NOT WRITE ANYTHING ON THE QUESTION PAPER

Section A Section A is Compulsory

Question 1:

At Hotel Shauriyako in Kisangani City, many things are at the inverse. The operations are typically different in comparison with other hotels. The irregularities cut across all the departments: Human Resources, Catering, Housekeeping, Security, lodging to mention but a few.

The manager Human Resources employs only relatives, friends and in-laws. They don't have any training in hotel operations. The menu includes pork. Alcohol is served in every corner. Music is played at high volume and employees smoke cigarettes all the time and in any place at the Hotel. Customer care is a rare phenomenon. To sum it up, there is total disorder.

TASK:

Basing on your knowledge of fundamentals of Hospitality Industry advise the management of Hotel Shauriyako on how to operate professionally.

(40 MARKS)

Section B Choose Any Three Questions

Question 1:

Describe the functions of the following staff

- i. Receptionist
- ii. House-keeping staff

(20 Marks)

Question 2:

Explain the statement: "Hospitality Industry and Tourism Industry are inseparable".

(20 Marks)

Question 3:

With specific and relevant examples, discuss the components of the Hospitality Industry.

(20 marks)

Question 4:

Write short notes on each of the following

- i. Motel
- ii. Inn
- iii. Bed space
- iv. Hostel

(20 Marks)

Question 5:

Describe the social; & cultural impact caused by the Hospitality industry.

(20 Marks)

Question 6:

Discuss the challenges that affect the hospitality Industry in most countries of Africa
(20 Marks)