

2912/202

**FUNDAMENTALS OF HOTEL OPERATIONS**

July 2019

Time: 3 hours

**THE KENYA NATIONAL EXAMINATIONS COUNCIL****DIPLOMA IN TOURISM MANAGEMENT****MODULE II****FUNDAMENTALS OF HOTEL OPERATIONS****3 hours****INSTRUCTIONS TO CANDIDATES**

*This paper consists of SEVEN questions.*

*Answer any FIVE questions in the answer booklet provided.*

*All questions carry equal marks.*

*Candidates should answer the questions in English.*

**This paper consists of 2 printed pages.**

**Candidates should check the question paper to ascertain that both pages are printed as indicated and that no questions are missing.**

1. (a) Explain why Kenyans are reluctant to visit star-rated hotels for hospitality services. (10 marks)
- (b) Describe five techniques that may be used by hotel managers to motivate their staff. (10 marks)
2. (a) Outline five factors to consider when establishing a procurement committee to source for hospitality equipment. (10 marks)
- (b) Explain five factors that are likely to influence menu planning in an organization. (10 marks)
3. (a) Outline five types of food and beverage services that may be used in a hospitality organization. (10 marks)
- (b) Explain five strategies that may be adopted to enhance record keeping of equipment at a hospitality organization. (10 marks)
4. (a) Explain five factors that have contributed to the popularity of outside catering at events in Kenya. (10 marks)
- (b) Explain five advantages of creating duty rotas in a hospitality facility. (10 marks)
5. (a) Explain five factors that account for the poor performance of local investors in the hospitality industry in Kenya. (10 marks)
- (b) Outline five strategies that the housekeeping department may adopt to conserve energy in a facility. (10 marks)
6. (a) Explain how consumption of traditional foods and beverages in hospitality facilities in Kenya can be encouraged. (10 marks)
- (b) Describe five ways of handling clients' complaints on housekeeping. (10 marks)
7. (a) Explain five factors to be considered when hosting a cultural theme night in a hospitality facility in Kenya. (10 marks)
- (b) Explain five advantages of having computerized front office operations in a hospitality facility. (10 marks)

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