

2912/202
**FUNDAMENTALS OF
HOTEL OPERATIONS**
November 2018
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.

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) A group of foreign investors is considering establishing a hotel in one of the main cities in Kenya. Explain **five** factors that the group should consider before making the investment. (10 marks)
- (b) Salim is seeking employment as a housekeeper in a 4-star hotel. Describe **five** attributes that he should possess in order to be effective on the job. (10 marks)
2. (a) Susan has been employed as a receptionist in a certain hotel. Outline **five** duties that she will be expected to perform. (10 marks)
- (b) Outline the basic information required by a front office worker when making a reservation for a guest. (10 marks)
3. (a) Explain **four** factors that may limit the effectiveness of the record keeping function in a hotel. (8 marks)
- (b) The table service enjoyed by customers in a hotel may vary from guest to guest.
 - Explain **six** factors that may determine the type of table service offered. (12 marks)
4. (a) Describe **six** types of alcoholic drinks that may be served in a hotel. (12 marks)
- (b) Explain **four** reasons that make it necessary for the chef in a hotel to prepare a menu for guests. (8 marks)
5. (a) Outline **five** ways in which a hotel manager may involve customers in enhancing high levels of service delivery. (10 marks)
- (b) Veronica has been employed as a front office worker in a hotel. Explain the challenges that may she encounter while performing her duties: (10 marks)
6. (a) Kim was recently employed as a waiter in a certain hotel. Outline **six** steps that he should follow when taking an order from a customer. (12 marks)
- (b) Outline **four** types of equipment likely to be found in the laundry section of a hotel. (8 marks)
7. (a) Explain **four** advantages of serving meals in a hotel using an à la carte menu. (8 marks)
- (b) Paul, an entrepreneur, is considering establishing a hotel in Kenya. Explain **six** challenges that he might encounter in operating the hotel. (12 marks)

THIS IS THE LAST PRINTED PAGE.