



FACULTY OF HOSPITALITY AND TOURISM
SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **HOS1003 Fundamentals of Hospitality, Tourism and Services**
Semester & Year : January – April 2022
Lecturer/Examiner : Gobein
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 3 parts:
PART A (25 marks) : TWENTY-FIVE (25) multiple choice questions. **BOLD** the correct answers.
PART B (50 marks) : FIVE (5) short answer questions. Type the answers below the question.

PART C (25 marks) : ONE (1) Essay question. Type the answer below the question
2. Candidates are not allowed to bring any unauthorised materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.
4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.

WARNING: The University Examination Board (UEB) of BERJAYA University College regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College.

Total Number of pages = 7 (Including the cover page)

PART B : SHORT ANSWER QUESTIONS (50 MARKS)

INSTRUCTION(S): FIVE (5) short answer questions. Answer **ALL** questions in the Answer Booklet(s) provided.

1. Define:
 - a) Ecotourism (2 marks)
 - b) Culture Tourism (2 marks)
 - c) Volunteer Tourism (2 marks)
 - d) Medical Tourism (2 marks)
 - e) Sport Tourism (2 marks)

2. Identify **FIVE (5)** types of hotels and describe the characteristic of each one. (10 marks)

3. Discuss **FIVE (5)** criteria in the market segmentation of a contemporary food service concept. (10 marks)

4. Elaborate **FIVE (5)** common duties of the front office department in a hotel. (10 marks)

5. Describe **FIVE (5)** types of meetings. (10 marks)

END OF PART B

PART C : **ESSAY QUESTIONS (25 MARKS)**
INSTRUCTION(S) : **ONE (1)** Essay question. Answer the question in the Answer Booklet(s) provided.

Service industry requires skillful personnel that are able to provide excellent service to customers.

- a) Identify the characteristic of service in the service industry and explain their characteristic with relevant examples in the hotel industry.

(9 marks)

- b) Distinguish the **TWO (2)** types of service and elaborate on each one with relevant examples.

(16 marks)

END OF EXAM PAPER