



**FACULTY OF HOSPITALITY AND TOURISM**

**FINAL EXAMINATION**

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_

Course Code & Name : **HOS1103 INTRODUCTION TO HOSPITALITY AND TOURISM**  
Trimester & Year : MAY\_AUGUST 2018  
Lecturer/Examiner : Haryati Abu Husin  
Duration : 2 Hours

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**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 2 parts:  
PART A (20 marks) : TWENTY (20) multiple choice questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.  
PART B (80 marks) : EIGHT (8) short answer questions. Answers are to be written in the Answer Booklet provided.
  
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 =6 (Including the cover page)**

**PART B : SHORT ANSWER QUESTIONS (80 MARKS)**

**INSTRUCTION(S) : EIGHT (8) short answer questions. Answer ALL questions in the Answer Booklet(s) provided.**

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1. Explain **FIVE (5)** factors that caused the change of trends in tourism industry. (10 marks)
2. Describe **FOUR (4)** interesting facts about National Museum of Malaysia as a tourism attraction. (10 marks)
3. Determine **FIVE(5)** ways in which hotels can be classified. (10 marks)
4. Identify and elaborate **ONE(1)** MICE event that you have attended. In your elaboration please include the following information:-
  - a. Name and location of the event. (2 marks)
  - b. **THREE ( 3 )** interesting facts about the event. (6 marks)
  - c. **ONE (1)** way to improve the flow of the event. (2 marks)
5. Explain the meaning of global destination. Give an example of a place / location which falls under this category and the reasons for the accolade. (10 marks)
6. Explain **FOUR (4)** focus areas of globalisation in hospitality and tourism industry. (10 marks)
7. Elaborate **FIVE(5)** differences between commercial food and beverage with managed services (10 marks)
8. Elaborate on the **FIVE(5)** components of hospitality spirit. (10 marks)

**END OF EXAM PAPER**