



**FACULTY OF HOSPITALITY AND TOURISM  
SCHOOL OF HOSPITALITY**

**FINAL EXAMINATION**

Student ID (in Figures) : 

--	--	--	--	--	--	--	--	--	--	--	--	--	--

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

Course Code & Name : **HOS1103 Introduction to Hospitality and Tourism**  
Trimester& Year : Sept - Dec 2018  
Lecturer/Examiner : Nor Hazwani Mohd Din  
Duration : 2 Hours

---

**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 2 parts:  
PART A (20 marks) : TWENTY (20) multiple choice questions. Answers are to be written in the Multiple Choice Answer Sheet provided.  
PART B (80 marks) : EIGHT (8) short answers. 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.

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

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

---

1. Identify and describe **FOUR (4)** main characteristics of Product and Service (8 marks)
2. a) Define ecotourism. (2 marks)  
b) Discuss **FIVE (5)** principles that need to be followed by individuals who want to participate in ecotourism activities. (10 marks)
3. Identify **FIVE (5)** types of hotel and describe the characteristic of each one. (15 marks)
4. Distinguish **FIVE (5)** features of managed service operations from that of commercial food services (10 marks)
5. List and briefly describe **FIVE (5)** types of meeting (10 marks)
6. Identify **FIVE (5)** classifications of special events and briefly describe their characteristic. (10 marks)
7. List **FIVE (5)** skills required of an Event Manager. (5 marks)
8. Briefly highlight **FIVE (5)** hospitality trends. (10 marks)

**END OF EXAM PAPER**