



MACHAKOS UNIVERSITY

University Examinations 2019/2020 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

THIRD YEAR SECOND SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)

HTM 220-2: FACILITIES AND PROPERTY MANAGEMENT

DATE: 24/11/2020

TIME: 8:30 – 10:30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Define the following terms
 - i) Energy efficiency
 - ii) Facility management
 - iii) Quality control
 - iv) Benchmarking
 - v) Operational planning (10 marks)
- b) Identify **five** factors attributed to the development of hospitality and tourism property and maintenance (5 marks)
- c) State **five** characteristics of service industry in Facility and Property Management. (5 marks)
- d) Identify **three** elements of a building in Facility and Property Management. (3 marks)
- e) Examine the types of foundations in Property and Maintenance Management. (3 marks)
- f) Elaborate **Four** significance of water system in Property and Maintenance Management. (4 marks)

QUESTION TWO (20 MARKS)

- a) Explain **Five** key trends in the development of facilities and property management in hospitality and tourism industry. (10 marks)
- b) Using examples highlight **Three** elements of a structure. (10 marks)

Examination Irregularity is punishable by expulsion

QUESTION THREE (20 MARKS)

- a) State and Explain four aspects to consider in facility design (10 marks)
- b) Explain five ways of Energy Conservation in Property and Maintenance Management. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Explain five goals of property and maintenance management (10 marks)
- b) ‘The users of a building are not just the sports people in a leisure complex or the customers in a restaurant. The building users include staff, spectators, suppliers, contractors and fire-fighters.’ State and explain user requirements to be considered in any Property. (10 marks)

QUESTION FIVE (20 MARKS)

- a) State and explain five significances of planned cleaning and maintenance in Property and Maintenance Management. (10 marks)
- b) Discuss categories and the importance of ventilation in Property and Maintenance Management. (10 marks)