



# MACHAKOS UNIVERSITY

University Examinations 2017/2018

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND YEAR FIRST SEMESTER EXAMINATION FOR

DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT

DTM: 040 TOURISM FACILITIES MANAGEMENT

DATE: 19/12/2017

TIME: 11:00 – 1:00 PM

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## INSTRUCTIONS

This paper consists of two sections A and B. Answer all the questions in section A and any two questions in section B

### SECTION A (30 MARKS)

1. a) Define the following terms (10 marks)
  - i. Facility management
  - ii. Tourism
  - iii. Inventory management
  - iv. Production Schedule
  - v. Workplace health and safety policy
- b) State five intangible products of tourism (5 marks)
- c) Identify five types of tourism facilities (5 marks)
- d) Explain five key concepts of facilities in hospitality and tourism industry (10 marks)

### SECTION B (40 MARKS)

2. a) Highlight five key concepts of scheduling (10 marks)
- b) Describe the factors to consider in facility design (10 marks)
3. a) Explain five points on why occupational health and safety information is important (10 marks)
- b) Highlight any five methods of fire prevention (10 marks)

- 4 a) Describe five occupational hazards (10 marks)
- b) Identify five causes of poor sanitation (10 marks)
- 5 a) Analyze the elements of a tourism product (10 marks)
- b) Explain management responsibilities in facility design and management (10 marks)