



MACHAKOS UNIVERSITY

University Examinations 2016/2017

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

FOURTH YEAR SECOND SEMESTER EXAMINATION FOR BACHELOR OF
SCIENCE IN HOSPITALITY AND TOURISM OPERATION

BHT 406: HOSPITALITY AND TOURISM FACILITIES MANAGEMENT

DATE: 30/5/2017

TIME: 2:00 – 4:00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

1. a) Define the following terms as used in facility management
 - i. Ventilation
 - ii. Safety
 - iii. Energy
 - iv. Maintenance
 - v. Waste (5 marks)
- b) You are the facility manager at your hotel, describe to the directors six of your duties. (6 marks)
- c) State five importance of facility management to the hotel (4 marks)
- d) Explain five factors that influence facility management and customer perception. (10 marks)
- e) Describe the five scopes of facility management (5 marks)
2. a) You are the maintenance manager at your hotel, come up with a classification of maintenance operations for the coming year, and explain their role. (10 marks)
- b) Discuss ways to manage waste in your hotel (10 marks)

- 3 a) In case of a fire breakout in the kitchen, describe five ways that it can be put off (10 marks)
- b) Describe ways that you can minimize the use of electricity at the hotel (10 marks)
4. The management of Le' Technish hotel has promised to hire you as the hotel manager once the hotel is complete. He wants to test your facility management skills and has asked you to discuss elements required to produce accommodation products and services in facility management to the architecture so that he is able to know hotel requirements expected. Discuss (20 marks)
5. a) You are in-charge of security issues in your hotel, what risk measures would you put in place to ensure safety for the facility users? (10 marks)
- b) Explain five ways you would ensure proper ventilation in your hotel. (5 marks)
- c) Give a briefing to your employees on how to care for equipment (5 marks)