



MACHAKOS UNIVERSITY

University Examinations 2019/2020 Academic Year

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: 6/12/2019

TIME: 8.30-10.30 AM

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)

QUESTION ONE (30 MARKS)

- a) Define the following terms (10 marks)
 - i. Facilities
 - ii. Tourism
 - iii. Inventory management
 - iv. Production Schedule
 - v. Facilities manager
- b) State five factors you would consider in designing a tourist facility (5 marks)
- c) Identify five types of tourism facilities (5 marks)
- d) Health, safety and security are important considerations in provision of tourist facilities. Suggest five measures catering facility managers should take to ensure the above are in place. (10 marks)

SECTION B (40 MARKS)

QUESTION TWO (20 MARKS)

- a) Explain five challenges tourist facility managers' encounter today (10 marks)
- b) Describe five factors to consider in facility design (10 marks)

QUESTION THREE (20 MARKS)

- a) Explain five points on why occupational health and safety information is important (10 marks)
- b) Identify five causes of accidents in the kitchen and propose remedies for each (10 marks)

QUESTION FOUR (20 MARKS)

- a) Describe five occupational hazards (10 marks)
- b) Explain five causes of poor sanitation (10 marks)

QUESTION FIVE (20 MARKS)

- a) Explain management responsibilities in facility design and management (10 marks)
- b) Analyze the elements of a tourism product (10 marks)