



MACHAKOS UNIVERSITY

University Examinations 2017/2018

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND YEAR SECOND SEMESTER EXAMINATION FOR

DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT

DTM: 040 TOURISM FACILITIES MANAGEMENT

DATE: 19/12/2017

TIME: 11:00 – 1:00 PM

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)

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| 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) |