



OFFICE OF THE DEPUTY PRINCIPAL  
ACADEMICS, RESEARCH AND STUDENTS' AFFAIRS

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# UNIVERSITY EXAMINATIONS 2020 /2021 ACADEMIC YEAR

FOURTH YEAR FIRST SEMESTER REGULAR/ MAIN EXAMINATION

FOR THE DEGREE OF BACHELOR OF HOTEL AND  
HOSPITALITY MANAGEMENT

**COURSE CODE:** BHM 317

**COURSE TITLE:** FACILITY AND PROPERTY MANAGEMENT

**DATE:** 15<sup>TH</sup> JULY, 2021

**TIME:** 8:00AM – 11:00AM

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INSTRUCTION TO CANDIDATES

- SEE INSIDE

THIS PAPER CONSISTS OF 4 PRINTED PAGES

PLEASE TURN OVER

**REGULAR – MAIN EXAM**

**BBM 317: FACILITIES AND PROPERTY MANAGEMENT**

**STREAM: SBE(BHM)**

**DURATION: 3 Hours**

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**INSTRUCTIONS TO CANDIDATES**

- i. Answer Question **ONE** and any other **TWO** questions.
- ii. Do not write on the question paper.

**SECTION A**

**QUESTION ONE**

**(30 MARKS)**

(a) (i) Define Human Resource Management.

**(2 marks)**

**Case Study: Costly ignorance in facilities planning**

When Mr. Morris, a trained horticulturist, took over his father's hotel as the general manager, he felt that the hotel was in a deplorable condition based on its 1954 layout which had grown out of touch with his preferred 'dot.com' urban designs. He decided to turn-round the facility by making complete renovations and construction of an additional, new theme restaurant within a period of three months. In order to cut down the costs of the project, he personally carried out a market feasibility study, designed the drawings and specifications for the project and hired a construction team which was expected to multitask by taking up all the roles of engineering and interior design.

The renovation process saw some walls brought down, rooms expanded, corridors opened up to serve different operation areas and new equipment mounted. Among the areas that were renovated included a corridor that formed a connection between the main kitchen, the hotel's food store, the cellar, the on-site laundry and the linen room. The same corridor also opened up to the back dock (which in-turn gave way to the main gate and the staff quarters), and the back door of the hotel's bar which served beverages at a cheaper price (almost half of the price charged in the second restaurant in the hotel) to the economy class in the targeted market segment. However, new problems and challenges emerged, thanks to the introduction of the new layout.

Many employees would evidently get confused in using the new and renovated facilities which would result in delays in completion of tasks and eventually leading to guests' dissatisfaction.



Supervisors also realized that the renovation weakened control processes in the bars, kitchen and the food store, with most employees taking advantage of the newly introduced escape route through the back dock after pilfering from the food areas. Barmen from both bars were also able to liaise through the bar's back door and would easily smuggle beverages from this bar to the second bar, selling them at a much higher price and pocketing the difference. In addition, this led to increase in the number of accidents.

On one morning during the high season, the hotel was preparing to receive two conference groups which had been booked in a day before. The corridor was extremely busy and seemed too narrow for even two people to pass simultaneously. The store clerks were busy carrying food supplies from the back dock to the stores, the linen maids were transferring linen from the laundry to the linen room, the house porter was removing overloaded dustbins from the kitchen while bar maids were shifting beverages from the cellar to the bars. Coincidentally, they all crashed near the kitchen entrance leading to physical injuries resulting from broken bottles and falls with the worst being a broken tooth. This, on reaching the attention of the national union for workers and the local authorities, led to increase in demand for conducive work environment in the hotel. Having been compelled to pay for damages resulting from the accident and to restructure the hotel once again to avoid the risk of having it closed down or lose its license, Mr. Morris had to reallocate more resources on the project and to seek professional advice.

*(Source: Lecturer)*

- a) In reference to the above case, answer questions (i) and (ii) below.
- (i) Do you think Mr. Morris failed to observe facilities planning and design rules? Explain your answer by citing relevant examples **[10 marks]**
  - (ii) Evaluate **FIVE** responsibilities of a facilities project representative that Mr. Morris was expected to undertake in his father's project **[10 marks]**
- b) By citing relevant examples in a hotel set-up, explain the following terms:
- (i) Facilities **[1 mark]**
  - (ii) Facilities planning **[2 marks]**
  - (iii) Facilities design **[2 marks]**
  - (iv) Facilities layout **[2 marks]**

- (ii) Explain five importance of facilities planning [5 marks]

**QUESTION TWO (20 MARKS)**

- (a) Evaluate the contribution of sustainable facilities management in generating revenue for hospitality businesses. (10 marks)
- (b) Discuss the role and contribution of property and asset management and the relationship with the hospitality operation. (10marks)

**QUESTION THREE**

- a) Explain how the following players would influence facility planning and design:
- i. The local community [3 marks]
  - ii. The local authorities [3 marks]
  - iii. Media [2 marks]
  - iv. Competitors [2 marks]
- b) Explain the factors to consider when allocating space for the hotel function areas (10 marks)

**QUESTION FOUR**

- (a) The hospitality industry is sensitive to facilities planning and design trends. Discuss. [10 marks]
- (b) Explain five types of facility layout that can be adapted by a hotelier in facility and property layout when considering efficient operation at work place (10 marks)

**QUESTION FIVE**

- (a) By citing relevant examples, analyze **five(5)** external factors that could affect facility layout and design processes [10 marks]
- (b) Analyze **five (5)** innovative ideas that could be used by an interior designer to attract families to a restaurant. (10 marks)

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