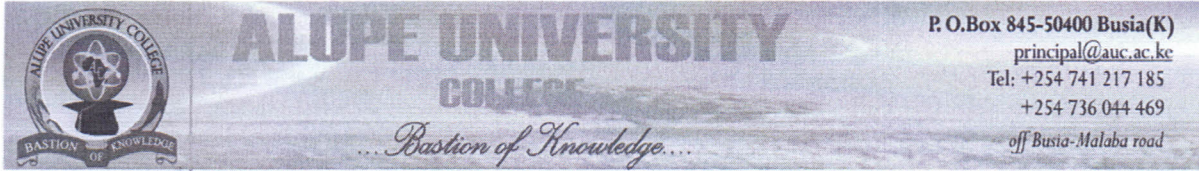


BHM 317



OFFICE OF THE DEPUTY PRINCIPAL

ACADEMICS, STUDENT AFFAIRS AND RESEARCH

UNIVERSITY EXAMINATIONS

2019/2020 ACADEMIC YEAR

THIRD YEAR SECOND SEMESTER REGULAR EXAMINATION

FOR THE DEGREE IN HOTEL AND HOSPITALITY MANAGEMENT

COURSE CODE: BHM 317

COURSE TITLE: FACILITY AND PROPERTY MANAGEMENT

DATE: 04/11/20

TIME: 3HOURS

INSTRUCTIONS TO CANDIDATES

- SEE INSIDE
- THIS PAPER CONSISTS OF 3 PRINTED PAGES
- PLEASE TURN OVER

REGULAR
BHM 317: FACILITY AND PROPERTY MANAGEMENT

STREAM: SBE (HOSP)

DURATION: 3 HOURS

INSTRUCTIONS TO CANDIDATES

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

Question One (30 marks)

Since inception, there have existed gaps in matters concerning the conceptualization and therefore operationalization and application of facility and properties management across the Serena group of hotels within and outside Kenya. You have been approached by the General Manager of Serena Hotels Nairobi to help them unlock their current understanding of Facility and Properties Management in relation to the role, cost and management of their hospitality facilities. For purposes of enlightening the Serena group of Hotels management team;

- a) Highlight any **THREE** roles of facilities management. (3 Marks)
- b) Explain any **SEVEN** costs associated with hospitality facilities that may directly influence the operations of Serena Hotels. (7 Marks)
- c) List any **FIVE** essential components of a physical plant as it may apply to Serena Hotels. (5 Marks)
- d) List any **FIVE** needs for good facilities planning that are necessary to the management staff of Serena Hotels. (5 Marks)
- e) List any **FIVE** importance of blue prints for any Serena hotels start-ups that could be in the pipeline. (5 Marks)
- f) State any **FIVE** uses of paints in Serena hotel facilities and properties management. (5 Marks)

Question Two (20 MARKS)

Written contracts in relation to facility and properties management is becoming a widespread practice within the global hospitality industry. Give a detailed discussion on;

- a) Your understanding of the term 'written contracts' as applied in hospitality facility and property management. (1 Mark)

- b) Merits and demerits of a written contract. (5 Marks)
- c) The potential advantages of contract maintenance. (14 Marks)

Question Three (20 MARKS)

Like any other department, hotel maintenance, also referred to as Engineering plays a vital role in ensuring a smooth hotel facility operation. In view of the above statement;

- a) State any **TEN** executive functions of maintenance department. (10 Marks)
- b) Discuss any **FIVE** types of maintenance. (10 Marks)

Question Four (20 MARKS)

Lighting hotel and hospitality facility plays an important role in the resultant theme, and therefore profitability of the organization.

- a) Discuss the factors to consider during lighting systems design in order to achieve the above objective. (10 Marks)
- b) Discuss the requirements of lighting maintenance in order to fulfill the objective mentioned in the above statement. (10 Marks)

Question Five (20mks)

Hotel staff and guest safety has become vulnerable in the current age across the world. Explore all the points to consider in the day-to-day operations of the hotel with the main objective to ensure security for both the hotel staff as well as guests. (20 Marks)