



MURANGA UNIVERSITY COLLEGE

(A constituent College of Jomo Kenyatta University of Agriculture and Technology)

SCHOOL OF HOSPITALITY & TOURISM

DEPARTMENT OF HOSPITALITY

DIPLOMA IN HOSPITALITY MANAGEMENT

UNIT CODE: DHM 1224

UNIT TITLE: HOSPITALITY FACILITIES & PROPERTY MANAGEMENT

SEMESTER: MAY-AUGUST 2015 SEMESTER

DATE: 21ST AUGUST 2015

TIME: 2 HOURS

END OF SEMESTER EXAMINATION

INSTRUCTIONS:

- 1. This paper consists of two Sections A and B.**
- 2. Section A is compulsory**
- 3. Answer any two (2) questions from Section B**

SECTION A: COMPULSORY (30 MARKS)

1. a) Define the following terminologies:
 - i) Property Management
 - ii) Plumbing fixture
 - iii) Architect
 - iv) Building
 - v) Ventilation (5 marks)
- b) Explain **FIVE (5)** reasons for sufficient ventilation of a food production area. (10 marks)
- c) Explain the importance of studying facility /property management for the Hotel Manager (10 marks)
- d) List any **FIVE (5)** effects of preventive maintenance (5 marks)

SECTION B: ANSWER ANY TWO (2) QUESTIONS. ALL QUESTIONS CARRY EQUAL MARKS

2. (a) Name **SIX (6)** security risks in hospitality industry. (3 marks)
(b) Name the legal authority that classifies hotels in Kenya. (2 marks)
(c) A fire is a 'triangle'. Discuss. (5 marks)
(d) Hotel room should have an appealing and pleasant appearance to give a guest the home away from home feeling. Explain how this can be achieved. (10marks)
3. a) Describe **THREE (3)** methods of heat transfer found in facility/property management (6 marks)
b) Explain the following types of ventilation equipment giving examples of rooms in the Hotel for which it is most suitable
i) Inlet fan
ii) Extract fan (6 marks)
c) Briefly explain the following methods of solid waste management.
i) Source reduction
ii) Re-use
iii) Waste transformation
iv) Recycling (8 marks)
4. You are a hospitality consultant.
a) Suggest **TEN (10)** ways of ensuring security in your clients' facility. (10 marks)
b) Discuss **FIVE (5)** zones to be included in a guestroom design. (10 marks)
5. a) Discuss the impact of design on the efficiency and safety of an establishment. (10 marks)
b) You have been appointed as acting maintenance supervisor of the Voyager Hotel in Mombasa. It is currently undergoing renovations in the swimming pool area.
i) Prepare a budget which will be presented to the management board meeting for approval
ii) Prepare a work/repair order for the renovation which is to be done within two weeks. (10marks)