



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

UNIVERSITY ORDINARY EXAMINATION

2018/2019 ACADEMIC YEAR

**THIRD YEAR FIRST SEMESTER EXAMINATION FOR, DIPLOMA IN
HOSPITALITY MANAGEMENT**

DHM 082 – HOSPITALITY FACILITY

DURATION: 2 HOURS

DATE:

TIME:

Instructions to candidates:

1. Answer question One and Any Other Two questions
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION ONE (30 MARKS)

- a) Outline the catering process (14 marks)
- b) Give six legislation rules when constructing a hospitality facility (6 marks)
- c) Explain five roles of facilities in the hospitality industry (10 marks)

SECTION B - ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) State four components of a building (2 marks)
- b) Explain four reasons why building components are finished (4 marks)
- c) State two ways of finishing the following building materials (4 marks)
 - i. Wood
 - ii. Metals
 - iii. Plastic
 - iv. Concrete
- d) Explain five different ways of laying wooden floors (10 marks)

QUESTION THREE (20 MARKS)

- a) Explain five causes of deterioration of surfaces (5 marks)
- b) Differentiate between rising and penetrating damp (4 marks)
- c) Outline the procedure of controlling rats in the kitchen (5 marks)
- d) Differentiate between ventilation and air conditioning (2 marks)
- e) State four reasons why we need ventilation (4 marks)

QUESTION FOUR (20 MARKS)

- a) State four common faults in the hot and cold water supply (3 marks)
- b) Explain three types of waste (6 marks)
- c) Describe three major types of maintenance (6 marks)
- d) Give five reasons why we need maintenance (5 marks)