



MURANG'A UNIVERSITY COLLEGE
(A CONSTITUENT COLLEGE OF JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY)
SCHOOL OF HOSPITALITY & TOURISM
DEPARTMENT OF HOSPITALITY MANAGEMENT

UNIT CODE: DHM 1224

UNIT TITLE: HOSPITALITY FACILITIES AND PROPERTY MANAGEMENT

DATE: 5TH AUGUST 2015

TIME: 2 HOURS

SPECIAL/SUPPLEMENTARY EXAMINATION

INSTRUCTIONS:

This paper consists of two Sections A and B.

Section A is compulsory

Answer any two (2) questions from Section B

SECTION A: COMPULSORY (30 MARKS)

1. a) Define the following terminologies:
 - (i) Fire damper **2 marks**
 - (ii) Smoke damper **2 marks**
 - (iii) Heat detector **2 marks**
 - (iv) Smoke detector **2 marks**
 - (v) Trap **2 marks**
- b) Outline the roles & functions of a Chief Engineer in the Hospitality Industry **10 marks**
- c) List at least ten (10) general safety tips to be considered at the swimming pool **10 marks**

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

2. a) Define the following types of maintenance
 - i) Routine maintenance
 - ii) Preventive maintenance
 - iii) Guestroom maintenance
 - iv) Contract maintenance
 - v) Emergency maintenance **10 marks**

- b) Outline steps to follow when a manager is coming up with a preventive maintenance programme **4marks**
- c) Explain three (3) areas which are of particular concern for a maintenance management in the guest bathroom **6 marks**
3. a) Discuss how the maintenance department is associated with the following departments
- i) Personnel department
 - ii) Finance department
 - iii) Front office department
 - iv) Head of security **8 marks**
- b) Explain the planned preventive maintenance for each of the following
- i) Floors **3 marks**
 - ii) Air conditioning system **3 marks**
- c) Explain three (3) reasons for sufficient ventilation of a food production area. **6marks**
4. a) Explain any four (4) ways of waste management. **8 marks**
- b) A fire is a 'triangle'. Discuss. **5 marks**
- c) Explain three (3) reasons for sufficient ventilation of a food production area. **6 marks**
- d) Define property management **1 mark**
5. You are newly employed in a hotel establishment where both client and staff have been complaining of Poor safety hazards and unsafe environment to give this establishment a new usage:
- a) Discuss five (5) measures to minimize the risk of fires in an organization. **10 marks**
- b) Apart from fires, identify five (5) other accidents common in hospitality organizations and discuss how to avoid them. **10 marks**