



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM

DEPARTMENT OF HOSPITALITY AND TOURISM

UNIVERSITY ORDINARY EXAMINATION

2020/2021 ACADEMIC YEAR

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

DHM 082– FACILITIES AND AMENITIES MANAGEMENT

DURATION: 2 HOURS

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 three roles of a facility. (3marks)
- b) Describe four types of maintenance. (3marks)
- c) Explain five factors to consider when choosing a hotel facility. (10marks)
- d) Discuss three advantages of a well-designed kitchen. (9marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Explain five causes of deterioration in a hotel facility. (10marks)
- b) Discuss five factors to consider when planning for a building. (10marks)

QUESTION THREE (20 MARKS)

- a) Describe five ways how glare can be reduced. (10marks)
- b) Explain five legislation (rules) governing the construction of a given facility. (10marks)

QUESTION FOUR (20 MARKS)

- a) Explain five safety procedures when using electric appliances. (10marks)
- b) Discuss five responsibilities of facilities department. (10marks)