



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY, TRAVEL & TOURISM MANAGEMENT

UNIVERSITY ORDINARY EXAMINATION

2021/2022 ACADEMIC YEAR

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

DHM082-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) State five points to consider when selecting mechanical cleaning equipment. (5marks)
- b) Describe five maintenance areas that a room steward must check upon entering a guest room. (10marks)
- c) Explain the meaning of the following terms:
 - i. Ventilation (2marks)
 - ii. Floor covering (2marks)
 - iii. Facility (2marks)
 - iv. Manhole (2marks)
 - v. Maintenance (2marks)
- d) State five effects of colour on a room. (5marks)

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) Explain five registration(rules) governing the construction of a given facility. (10marks)
- b) Discuss five responsibilities of facilities department. (10marks)

QUESTION FOUR (20 MARKS)

- a) Explain five safety procedures when using electric appliances. (10marks)
- b) Discuss five ways of refuse disposal. (10marks)