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(University of Choice)

**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

MAIN CAMPUS

UNIVERSITY MAIN EXAMINATIONS

2021 / 2022 ACADEMIC YEAR

**SECOND YEAR SECOND SEMESTER EXAMINATIONS
FOR THE DIPLOMA
OF
HOSPITALITY AND INSTITUTIONAL MANAGEMENT**

COURSE CODE: FACILITIES AND PROPERTY MANAGEMENT

COURSE TITLE: DHIM 011

DATE: 21ST APRIL 2022

TIME: 8:00 AM - 10:00 AM

INSTRUCTIONS TO CANDIDATES

Answer ALL questions in SECTIONS A and B

Answer TWO questions in SECTION C

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 5 Printed Pages. Please Turn Over.

SECTION A: ANSWER ALL QUESTIONS (10 MARKS)

1. _____ is the integration of processes within an organization to maintain and develop the agreed services which support and improve the effectiveness of its primary activities.
 - A. Facility management
 - B. Property management
 - C. Management
 - D. Leadership

2. Which one of the following is **TRUE** about facility management?
 - A. It is a service
 - B. It is a tool
 - C. It is both a service and a tool
 - D. All of the Above

3. Which one of the following **BEST** explains why location is a consideration when establishing hotel?
 - A. It determines the accessibility of the clients to the hotel establishment
 - B. It determines how the hotel get candidates to recruit as employees
 - C. All of the Above
 - D. None of the Above

4. Which of the following areas would a facility manager consider when designing a training manual for employees?
- A. Management of the facility equipment
 - B. Management of the whole facility
 - C. All of the above
 - D. None of the above
5. The following helps in achieving guest satisfaction **EXCEPT**?
- A. Providing free WIFI
 - B. Meeting guest preference in terms of the quality of food
 - C. Meeting guest preference in terms of the quantity of food
 - D. None of the Above
6. Under what circumstance would you delegate some functions as a facility manager?
- A. When you don't have adequate time to complete all task laid before you.
 - B. When you have personal projects to accomplish
 - C. All of the Above
 - D. None of the Above
7. The following are benefits of facility planning **EXCEPT**?
- A. Plant facilities influence the costs of operating and therefore profits.
 - B. Planning allows facilities to comply with laws and/or regulations.
 - C. Facilities involve high capital-cost expenditures.
 - D. None of the Above
8. _____ is a safety management plan in facilities **EXCEPT**?
- A. Fire Control

- B. Fire Prevention
 - C. Security plan
 - D. All of the Above
9. _____ a core function of the management process?
- A. Hiring
 - B. Firing
 - C. Budgeting
 - D. oversight
10. Fire outbreaks are common in a facility establishment. Which measure would you take, regarding design to ensure fire safety?
- A. The room should not have many guests at one particular time
 - B. The building design should provide enough and easy EXIT points for quick evacuation of guests and hotel staff.
 - C. Kitchen should be constructed away from the main facility
 - D. None of the Above

SECTION B: ANSWER ALL QUESTIONS (30 MARKS)

- 11. Outline **SIX** roles of facilities in a hospitality industry (6 marks)
- 12. Explain **THREE** benefits of managing a facility effectively. (6 marks)
- 13. What are the **SIX** factors to consider when designing a hotel? (6 marks)
- 14. Explain **THREE** ways of improving productivity and performance in the hospitality industry (6 marks)

15. State **SIX** components of physical plants (6 marks)

SECTION C: THE SECTION CONTAINS THREE QUESTIONS. ANSWER ONLY

TWO QUESTIONS (30 MARKS)

16. Guests desire a safe and comfortable environment in which to conduct business. Explain

FIVE things you would do to provide this kind of environment as a facility manager (15 marks)

17. Discuss **FIVE** costs associated with hospitality facilities. (15 marks)

18. You were recently recruited as a facility manager. Explain **FIVE** roles you are expected to perform.