



Private & Confidential

FACULTY OF HOSPITALITY AND TOURISM  
SCHOOL OF HOSPITALITY  
FINAL EXAMINATION

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Course Code & Name : **HOS2003 FACILITIES MANAGEMENT**  
Trimester & Year : January – April 2021  
Lecturer/Examiner : Mr.Gobein  
Duration : 3 Hours

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**INSTRUCTONS TO CANDIDATES**

1. This question paper consists of 3 parts:  
PART A (50 marks) : FIVE (5) short answer questions. Answers are to be written in the Answer Booklet provided.  
PART B (30 marks) : ONE (1) scenario question. Answers are to be written in the Answer Booklet provided.  
PART C (20 marks) : ONE (1) essay question in not less than two full pages written in the Answer Booklet provided.
2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.
4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.

**WARNING:** The University Examination Board (UEB) of BERJAYA University College regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students’ Handbook, up to and including expulsion from BERJAYA University College.

**Total Number of pages = 4 (Including the cover page)**

**PART A : SHORT ANSWER QUESTIONS (50 MARKS)**

**INSTRUCTION(S) : FIVE (5) questions are definitional and extended short answer questions. Answers are to be written in the Answer Booklet provided**

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1. Explain the seven principles of HACCP and discuss its importance in food sectors. (10 marks)
  
  2. A local contract catering company has been employed to produce Allison's 50th birthday buffet lunch. The food for the buffet will be prepared off site and transported to the venue. Explain how the caterer can ensure that the food will be safe to eat. (10 marks)
  
  3. A boutique hotel in Kuala Lumpur has to re-open under a new management. Discuss the changes the new owners could make to avoid wasting energy and water. (10 marks)
  
  4. Explain **FIVE (5)** examples of the duty care of the employer under the OSHA and give an example of each for the hospitality industry. (10 marks)
  
  5. The hospitality students have been asked to organize the School Prom/leavers' party. A risk assessment will need to be completed for the event. Identify the possible health and safety issues (other than food preparation and cooking), and discuss control measures to reduce any risks. (10 Marks)
- (50 marks)**

**END OF PART A**

**PART B : SCENARIO QUESTION (30 MARKS)**

**INSTRUCTION(S): ONE (1) scenario question.** Answers are to be written in the Answer booklet provided.

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COVID-19 is a new strain of coronavirus that emerged in central China at the end of 2019 and continues to spread around the globe. The COVID-19 outbreak has been declared a pandemic by the World Health Organization (WHO) and is already having a major effect on the travel and, more specifically, the hospitality industry. As governments impose travel restrictions to certain impacted areas and guests begin to question the wisdom of traveling, hotel owners, managers and operators should be well prepared to monitor and address concerns impacting the hospitality industry as a result of the virus.

According to statement please answer the following questions:

- a) Suggest **TEN (10)** facilities management operational recommendations for the betterment of the hotel industry. (10 marks)
  - b) Using examples of safety or security hazard encountered in the business during covid-19, apply the **FIVE (5)** steps to develop the hazard plan. (10 marks)
  - c) Choose and explain **5 (FIVE)** different types of OSHA hazards from its classification. (5 marks)
  - d) Assess the risk and **APPLY** the risk assessment. (5 marks)
- (30 marks)**

**END OF PART B**

**Part C : ESSAY QUESTION (20 Marks)**

**INSTRUCTION(S): ONE (1) essay question in not less than two full pages written in the answer Booklet provided.**

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Critically evaluate ways in which the Facilities Manager in a Hotel can help the business to succeed with regards to **FIVE (5)** specific areas of concern: Cost Management, Relationship to the core Operations of the Business, Systems, Impact on People and Impact on Planet. Ensure you use examples for all areas of concern.

(20 Marks)

**END OF EXAM PAPER**