



**FACULTY OF HOSPITALITY & TOURISM
SCHOOL OF HOSPITALITY**

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **HOS2023 SUSTAINABLE OPERATIONS IN HOSPITALITY & TOURISM**
Semester & Year : May – Aug 2024
Lecturer/Examiner : Nor Hazwani Mohd Din
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (60 marks) : Short essay questions. Answers are to be written in the Answer Booklet provided.
PART B (40 marks) : Case study questions. Write your answers 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 (60 MARKS)

INSTRUCTION(S) : FIVE (5) short essay questions. Write your answers in the Answer Booklet(s) provided.

1. Define each of the following terms and provide an example of each:
 - a. Carrying Capacity
 - b. Carbon Neutral
 - c. Carbon Footprint
 - d. Sustainable Food

(8 marks)

2. Discuss and provide example the **5R** strategies that hotel can implement in order to reduce the overall waste generation for their daily operations

(15 marks)

3. Classify **FIVE (5)** categories of renewable energy usage in the hospitality industry.

(10 marks)

4. Water conservation refer to reducing the usage of water and recycling waste water for different purposes, such as cleaning, manufacturing and others. This method is one of the most efficient and cost effective ways to control the usage of the water.
Determine **FIVE (5)** ways of hospitality industry can implement water conservation measures to reduce their environmental impacts and operational cost.

(15 marks)

5. Discuss **SIX (6)** characteristic of sustainable food activities.

(12 marks)

END OF PART A

Part B : CASE STUDY QUESTION (40 Marks)

INSTRUCTION(S): Case study questions. Write your answers in the answer booklet provided.

Sustainable transportation in tourism

by [Tom Schauble](#)
<https://tashi.travel/>

Tourism is and has been the most common practice, whether it's for business, leisure, or family vacations, the economy of many countries is sustained by tourism. Because it's one of the commonest of practices, the effects that it could have on the environment should be put under the microscope too.

Traveling can have significant negative impacts on the environment and makes up to 5% of the total pollution to the atmosphere. It's because the local tourist spots consist of many tourists in a single place, this amounts to a lot of carbon dioxide emissions. Furthermore, the vehicles used by the tourists for traveling give off many poisonous gases and damage the atmosphere.

Hence it is of utmost importance to look for an alternative to conventional transport that is less harmful to the environment. The right choice is moving sustainably.

Sustainable transportation consists of a green and eco-friendly form of vehicular travel to minimize damage to the environment.

Sustainable transportation also takes forms like walking, transit, sharing a ride instead of using multiple cars for a small number of people, and most importantly, cycling. If there's something we can affirm, is that the expansion of the world made us dependent on vehicular transport.

Burning of organic fuel became the only source for powering these transportation methods, and as the demand for transport grew, so did the damage to the environment. This is why an alternative to conventional vehicles are being sought to minimize the negative impact on the environment.

In compact cities of Europe, for example, people tend to walk the distance or cycle to their destinations. In this manner, there is no worry to find parking or stopping to fill up. This can turn into a faster mode to travel since you can use shortcuts and there is no tension of getting stuck in traffic, the result here is saving a lot of time and money (let's face it, gas does not come cheap).

Energy-efficient vehicles, walking and cycling to your destination is financially friendly too. You can end up saving a significant amount of money from your monthly budget by two main reasons:

- Spending less cash on fuel
- Avoiding repairs in case of an accident and expenditure on regular maintenance.

Simple actions like walking and cycling, integrate with and promote physical exercise. Lowering the carbon emissions by making environmentally friendly, sustainable transportation a norm also keeps the air clean for us to breathe. This method of transportation isn't only beneficial for the environment but for the future generations.

There are many sustainable transportation examples that travellers could take advantage of. Some include traveling in eco-friendly compact vehicles, also, people can go collectively in bulk to lessen, if not wholly diminish carbon emissions by burning of organic fuel.

The best and the most natural step towards a greener future is using the public transportation system. Take trams, buses, and trains for traveling intra-city and walking and cycling as an alternative to choosing a conventional vehicle.

Using motorcycles is fuel-efficient but can only carry a limited number of people at a time. This is why it is of utmost importance to stop frequently using high fuel-intensive modes of transportation as much as possible, or at least until a better alternative becomes available.

There is no doubt about the numerous functionalities of implementing sustainable transportation in our daily lives. Environmentally sustainable transportation systems are the only hope we have of having a sustainable future, by minimising environmental pollution and tackling global warming. Sure, there are numerous flaws in each of these eco-methods. For instance, walking and cycling are very efficient ways to move, but these activities promote a lot on physical health and are an obstacle for people that do not have the strength or capability to walk and cycle. Similarly, public transport minimises fuel consumption because it carries a bunch of people, instead of them traveling individually and consuming more energy. However, this method can be far more time consuming and cannot be depended upon when in a hurry.

1. Discuss how transportation can be part of the sustainable development practices. (10 marks)
2. Evaluate **FIVE (5)** negative impacts towards tourist transportation. (10 marks)
3. Develop **FIVE (5)** principles that help to achieve more sustainable transportations. (10 marks)
4. Propose **FIVE (5)** ways to minimize the impact towards tourist transportation. (10 marks)

END OF THE EXAM PAPER