



FACULTY OF HOSPITALITY AND TOURISM
SCHOOL OF HOSPITALITY
FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **HOS2003 FACILITIES MANAGEMENT**
Trimester & Year : September - December 2019
Lecturer/Examiner : Mr.Gobein
Duration : 3 Hours

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

1. Explain each of the following **AND** provide a hotel or hospitality example of each :
(10 marks)
 - a. Physical Hazard
 - b. Facilities Management

 2. A well-conceived and well managed fire safety program can reduce the frequency and severity of fires. Describe and give example of the **5 (FIVE)** elements of a fire safety program.
(10 marks)

 3. Describe the application of Facility management to the Food & Beverage Department.
(10 marks)

 4. Discuss **FIVE (5)** examples of the duty of care of the employer under OSHA and give an example of each for the hospitality industry.
(10 marks)

 5. Discuss **FIVE (5)** best industry practices in relation to Sustainable Development for a Guest Room, laundry and housekeeping.
(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.

According to *David Stipanuk (2006)*, 'risk management requires an integrated effort to reduce the causes and effects of safety and security-related incidents of all types' (*Hospitality Facilities Management & Design, AHLIE; USA, p.123*).

a) Using an example of a safety or security hazard encountered in the business of your choice, apply the following **FIVE (5)** steps to develop the hazard plan.

(10 marks)

b) Choose and explain **3 (THREE)** different types of hazards from its classifications, assess the risk and **APPLY** the risk assessment.

(20 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.

Historically, the Hotel Facilities Manager was the Maintenance person, a jack-of-all trade's handyman or woman whose work was largely *reactive* in nature, that is, fixing assets in the facility that had broken. In recent times, as the broad definitions on the previous page depict, the Facilities Manager has involved into a strategic role that is *proactive* in nature. Analyse **EIGHT (8)** key performance responsibilities of Facility Manager to understand the relationship of the Facility Manager to the core business operation.

END OF EXAM PAPER