



**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 : **HOS2023 SUSTAINABLE OPERATION IN HOSPITALITY AND TOURISM**
Semester & Year : Jan – Apr 2022
Lecturer/Examiner : Nor Hazwani Mohd Din
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

- This question paper consists of 2 parts:**
PART A (60 marks) : FIVE (5) Short answer questions. Write your answer(s) in the answer booklet provided.
PART B (40 marks) : Case Study Questions. Write your answer(s) in the answer booklet provided.
- Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.**
- 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.**
- 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 = 3 (Including the cover page)

PART A

: SHORT ANSWER QUESTIONS (60 MARKS)

INSTRUCTION(S)

: FIVE (5) short answer questions. Write your answers in the Answer booklet provided

1. Describe each of the following terms and provide an example of each:
 - a) Carrying Capacity
 - b) Carbon footprints
 - c) Sustainable Transport
 - d) Carbon Offset

(12 marks)

2. Tourism is a very complex industry involving numerous stakeholders (sometimes with opposite interests) and requiring a significant amount of resources. As such, tourism can have opposing effects according to the way activities are managed. Managed well, tourism can play a positive role, as such representing a significant development opportunity for many countries and communities. On the contrary, unchecked tourism development can lead to very damaging impacts.
Compare and contrast the impacts based on **THREE (3)** types of impacts derived from tourism.

(12 marks)

3. Explain **FIVE (5)** characteristics of sustainable food activities.

(10 marks)

4. Discuss **FIVE (5)** types of carrying capacity.

(10 marks)

5. Most of the countries of the world are struggling to deal with their waste problems. Poor management of waste impacts on the public health of entire communities and cities; pollutes local water, air and land resources; contributes to climate change and ocean plastic pollution; aids climate change and hastens the depletion of forests and mines. Discuss **FOUR (4)** reasons why waste has to be managed effectively and propose **FOUR (4)** actions to manage waste in the hospitality industry.

(16 marks)

END OF PART A

Part B : CASE STUDY QUESTION (40 Marks)

INSTRUCTION(S): TWO (2) Case study questions. Write your answers in the answer booklet provided.

Bedarra Island

Bedarra is Australia's most exclusive island resort. There are just 16 villas on the island catering to just 32 guests. No day trippers and no children under 15 of age are allowed on the island to intrude upon your privacy. Each of the spacious two level villas is crafted from native timbers and feature separate living areas with private balcony providing ocean views. The open bar is stocked with domestic and imported beers, champagne, fine vintage reds and whites, spirits and liquors. For additional fees you can also enjoy game fishing tours and excursions to the Great Barrier Reef.

Heron Island

Situated on the Barrier Reef, Heron is a coral bay, rich in natural beauty and wildlife. Life in Heron is very special, stress is replaced by a sense of adventure and your days are filled with discovery. Accommodation is offered in three styles, Heron suites, Reef suites and the Turtle cabin. There is a range of water sport to enjoy including snorkelling, reef fishing and scuba diving. With additional fees you can enjoy many activities such as travelling by seaplane, motor launch and helicopter. Many of activities on the island are free including wind surfing, catamarans, sailboards, tennis, six-hole pitch and putt golf course, nightly entertainment and guided forest walk.

Source: "Jetset Round the World" Brochure, 1998

1. Refer to the "Jetset Round the World Brochure" above and critically evaluate **FOUR (4)** factors in which the growth of exclusive small island resort complexes can impact sustainable tourism
(20 marks)
2. Propose **FOUR (4)** measures which are a mix of policy and planning initiatives that governments at national, regional and local levels can implement to encourage sustainable tourism.
(20 marks)

END OF EXAM PAPER