



**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 : **HOS2023 SUSTAINABLE OPERATION IN HOSPITALITY AND TOURISM**  
Semester & Year : Jan – Apr 2023  
Lecturer/Examiner : Nor Hazwani Mohd Din  
Duration : 3 Hours

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**INSTRUCTIONS TO CANDIDATES**

1. 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.
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 = 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

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

(12 marks)
2. Analyse **FIVE (5)** negative impacts of tourist transportation.

(10 marks)
3. Sustainability is development that meets the needs of the present without compromising the ability of the future generations to meet their own needs also identify **THREE (3)** pillars of sustainability operations and identify which pillar is the most important to the hospitality and tourism industry.

(15 marks)
4. Classify **FOUR (4)** categories of renewable energy usage in the hospitality industry.

(8 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 why waste has to be managed effectively and propose the actions to manage waste in the hospitality industry.

(15 marks)

**END OF PART A**

**Part B : CASE STUDY QUESTION (40 Marks)**

**INSTRUCTION(S): THREE (3) questions. Write your answers in the answer booklet provided.**

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**Beautiful coastlines disappearing under concrete**

220 million tourists to the region every year, over 100 million flock to the beaches. In less than 20 years, the annual number of tourists visiting the area is expected to increase to 350 million. The huge tourism infrastructure developments have dramatically altered the natural dynamics of Mediterranean coastal ecosystems. For example, more than half of the 46,000km coastline is now urbanized, mainly along the European shores. This infrastructure is a major cause of habitat loss in the region, and some locations are now beyond repair. Other problems associated with tourism include further pressure on resources such as water. As well as destroying their environment, this tourism does not even contribute significantly to the income of local people: 2/3 of the income from Mediterranean tourism from 2001-2004 went to fewer than 10 tour operators from northern Europe.

Coastal areas are some of the most productive and biologically diverse on the planet. They're also the most densely populated: according to the UN , 60% of the world's population - more people than inhabited the entire planet in 1960 - live within 60km of the coast. On top of this, 80% of all tourism takes place in coastal areas, with beaches and coral reefs amongst the most popular destinations.

In addition, in many cases local people do not benefit from tourism. Mass tourism often destroys local culture without contributing significantly to local income - most of the profits flow to foreign tour operators and investors. A knock-on effect can be reduced support by local people for protecting their environment.

[www.wwf.org](http://www.wwf.org)

1. Evaluate **FIVE (5)** positive impacts of tourism on the marine and coastal area. (15 marks)
2. Evaluate **FIVE (5)** negative physical impacts of tourism on the marine and coastal area. (15 marks)
3. Propose **FIVE (5)** ways to minimize the impact of tourism on marine and coastal area. (10 marks)

**END OF EXAM PAPER**