

**FACULTY OF HOSPITALITY AND TOURISM**

**FINAL EXAMINATION**

Student ID (in Figures) : 

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Student name : \_\_\_\_\_

Subject Code & Name : **HOS2003 FACILITIES MANAGEMENT**  
Semester & Year : January 2024 – April 2024  
Lecturer/Examiner : Joseph Tang Seng Cheong  
Duration : 2 Hours

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**INSTRUCTIONS TO CANDIDATES**

- This question paper consists of:**  
Section A: **FIVE (5) short answer questions. Write your answers in the answer script.**  
Section B: **THREE (3) case study questions. Write your answers in the answer script.**  
Section C: **ONE (1) essay question. Write your answers in the answer script.**
- This question paper must be submitted along with all typed answer script.**

**WARNING:** The University Examination Board (UEB) of BERJAYA University College of 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 of Hospitality. No copy and paste.

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

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

**INSTRUCTION(S):** **FIVE (5)** short answer questions. Write your answers below the questions.

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1. Briefly explain each of the facilities manager business cycle. (10 marks)
2. List **Ten (10)** functions that mostly to be outsourced in hospitality industry. (10 marks)
3. Identify the difference between biological hazards and chemical hazards (10 marks)
4. Elaborate the safe food handling rules when handling a cooking meat. (10 marks)
5. Identify the employer 'duty of care' to employees and others. (10 marks)

**SECTION B : CASE STUDY QUESTIONS (30 MARKS)**

**INSTRUCTION(S)** : **THREE (3)** case study questions. Write your answers in the answer script.

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**CASE STUDY 1**

*J.D. Ojisima, the G.M. of the hotel, walked quickly to the hotel's pool area.*

*"There are an awfully lot of kids ... and only one adult... down at the pool" was the statement made a few minutes earlier to the front office manager by the housekeeper who had gone to the pool area to replenish the towel supply. All housekeepers in the hotel had been trained to report any activity that could possibly be considered dangerous, and this housekeeper had performed well.*

*Because she could not leave the front desk area unattended, Jodi Guild, the front office manager, had called J.D. in the G.M.'s office to ask for assistance.*

*"What's the problem?" stated the guest when J.D. arrived in the pool area. "I rented a room at this hotel to hold my son's eleventh birthday party. These are his friends. Are you saying we are not allowed to invite guests to visit us when we are registered in your hotel?" J.D. quickly counted over 20 young people attending the "party."*

**Question 1a**

If you were J.D., would you impose limits on the number of "guests of guests" allowed to use hotel facilities? (5 Marks)

**Question 1b**

Who do you believe is responsible for the safety of the young people attending the party? Why? (5 Marks)

## CASE STUDY 2

*A fully cooked chicken product has just been linked to an outbreak where 40 people have become ill from Salmonella infection. The product is prepared by a small company in Belarus. The company employs 35 people including two quality technicians and a quality manager. You have been contracted to help the company fix the issue.*

### Question 2a

What type of issues can lead to contamination of cooked product by Salmonella?

(5 Marks)

### Question 2b

The first thing you notice is that the company has no HACCP plan. What is your first steps in correcting this?

(5 Marks)

## CASE STUDY 3

*The GM of the Hotel Hiccup recently saw labour cost in Concierge escalate and, to minimize cost, he proposed for electric doors to be installed to replace the need for porters to be stationed at the front doors.*

*A member of the OSH Committee at the Hotel Hiccup has uncovered a risk associated with the new front doors. At a competitor hotel with the same make of doors, a guest recently had the doors shut on them and, thankfully, he was not injured. The Facilities Manager wants to carry out a risk analysis before the GM signs off on the new doors. YOUR TASK IS:*

### Question 3a

Carry out a Risk Analysis using steps 1-4 of the 6-step process.

(5 Marks)

### Question 3b

The GM decides to purchase the doors. Using the five (5) practices for controlling risk, outline a control for each that the FM can put into place

(5 Marks)

**SECTION C :                    ESSAY QUESTIONS (20 MARKS)**

**INSTRUCTION(S)            : ONE (1) essay question, Write your answers in the answer script.**

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**QUESTION 1**

Food safety is a fundamental aspect of public health, ensuring that food products are safe for consumption and free from contaminants that could harm consumers. Food safety protects human health by preventing foodborne illnesses caused by harmful bacteria, viruses, parasites, and chemical contaminants. By implementing stringent hygiene practices, proper food handling, storage, and cooking techniques, the risk of foodborne diseases can be minimized, safeguarding the well-being of consumers.

Food safety instills consumer confidence and trust in the food supply chain. Consumers expect that the food they purchase and consume is safe and of high quality. Maintaining strict adherence to food safety standards and regulations not only ensures the integrity of food products but also preserves the reputation and credibility of food producers, retailers, and the industry as a whole.

Furthermore, food safety is essential for promoting economic development and international trade. Compliance with food safety requirements is necessary for accessing global markets and meeting the demands of importing countries. By demonstrating commitment to food safety protocols, countries can enhance their competitiveness, expand market opportunities, and stimulate economic growth.

Finally, food safety is vital for protecting public health, maintaining consumer confidence, and facilitating economic development. Its significance underscores the need for continuous efforts to uphold stringent food safety standards and practices throughout the food supply chain. Today, most of the F&B providers are encouraged to adhere to HACCP rules and regulations to ensure the implementation of robust food safety measures.

- a.        HACCP is the acronym for? (2 Marks)
- b.        What is HACCP? (4 Marks)
- c.        Explain the Seven (7) basic principles of HACCP (14 marks)

**END OF EXAMINATION PAPER**