



Private & Confidential

## SCHOOL OF HOSPITALITY

### FINAL EXAMINATION

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Subject Code & Name : **BHM 2302 PREMISES AND FACILITIES MANAGEMENT**  
Semester & Year : January-April 2016  
Lecturer/Examiner : Ms. Dewi Pratomo  
Duration : 3 Hours

#### INSTRUCTIONS 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 (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 of Hospitality 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.

**Total Number of pages = 5 (Including the cover page)**

**PART A : DEFINITIONAL AND 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

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1. Explain each of the following **AND** provide a hotel or hospitality example of each :  
(20 marks)
  - a. HVAC Management
  - b. Hazard
  - c. Risk Management
  - d. Sustainability
2. Describe and give an example of **TWO (2)** Maintenance Cost Minimisation (Control) tactics that are applied by the Facilities Management department of businesses today and for each analyse **ONE (1)** benefit to the hotel from a business (profitability) point of view.  
(10 marks)
3. Analyse the relation between Facility management and the Rooms Division Department  
(5 marks)
4. Outsourcing has advantages and disadvantages. Explain the **FIVE (5)** advantages  
(5 marks)
5. 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).  
  
Using an example of a safety or security hazard encountered in the business of your choice, assess the risk management and **APPLY** a risk analysis process ensuring you apply the following **FIVE (5)** steps to the hazard chosen: hazard classification, risk classification, risk mapping, control classification and control strategies.  
(10 Marks)

**END OF PART A**

**Part B : ESSAY QUESTION. (20 Marks)**

**INSTRUCTION(S): ONE (1)** essay question in not less than two full pages written in the Answer Booklet provided.

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In an essay of no less than **TWO (2)** pages in length, answer the following question:

Critically evaluate ways in which the Facilities Manager in a Hotel can help the business to succeed with regards to **FIVE (5)** specific areas of concern: Cost Management, Relationship to the core Operations of the Business, Systems, Impact on People and Impact on Planet. Ensure you use examples for all areas of concern.

(20 marks)

**END OF EXAM PAPER**