



SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **BHM2302 PREMISES AND FACILITIES MANAGEMENT**
Semester & Year : January-April 2017
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 (30 marks) : THREE (3) case study questions that require you to refer to the documents. 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 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 = 4 (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

1. Explain each of the following AND provide a hotel or hospitality example of each : (10 marks)
 - a. Facilities Management
 - b. CapEx
2. A study by Kimes found that there are effects of faulty facilities on Revenue per Available Room (RevPAR). Hotels with one or more defects in 'the exterior' had revPARs of \$3.12 less than those with none. This meant an overall loss of 20million dollars (USD) to potential revenue for the hotels over three years (*Cornell Hotel and Restaurant Administration Quarterly, June 2001*). There are 2 costs that are involved in hospitality facilities. One of the categories is operation cost. Categorize **TWO (2)** operation cost in hospitality facilities. (10 marks)
3. Explain **FIVE (5)** examples of the duty care of the employer under the OSHA and give an example of each for the hospitality industry (10 marks)
4. 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). Discuss Risk Management and give example (5 marks)
5. 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. (15 marks)

END OF PART A

PART B : CASE STUDY QUESTIONS (30 MARKS)

INSTRUCTION(S): **THREE (3)** case study questions that require you to refer to case study. Answers are to be written in the Answer Booklet provided.

The hotel industry in Indianapolis has been particularly vulnerable to outsourcing. Long-time workers say it's played a significant role in the disappearance of African American workers from hotel staffs in recent years, as well as in the establishment of a Latino underclass in the city's service industry.

Just a few years ago, the vast majority of workers toiling in Indianapolis hotels worked directly for the hotels. But now, a considerable chunk of the housekeeping staff is employed by an agency called Hospitality Staffing Solution (HSS) The Georgia-based firm has become the beast in hospitality labor outsourcing, supplying workers to companies in more than 30 cities across the country.

Most of the workers said they tend to be replaced with HSS workers, usually at a few bucks less per hour and without benefits. The outsourcing has even hit skilled jobs such as kitchen cooks.

Although the workers may perform identical duties, the outsourcing has created two distinct classes within hotels -- the lesser-paid agency laborers, who consider themselves second-class, and the direct hires, many of whom feel threatened by the growing presence of cheaper labor.

A hotel chain could certainly save a few dollars by shifting some of its workforce to an outside agency -- an arrangement that benefits both the hotel and the labor supplier. Freed of the duties that go with being an employer, the hotel would no longer need to provide a full-time worker with costly benefits, nor would it be responsible for how much the worker gets paid. It would simply pay a fee for each hour of work supplied by the agency.

They estimate that roughly a third of the menial work done in the hotel -- cleaning rooms, washing dishes -- is now handled by agency laborers.

Source : Dave Jamieson, Huffingtonpost

The decision whether to outsource is a question nearly all hotels will have to address at some point. The practice of outsourcing has been increasing every year in the hospitality industry. The argument for outsourcing is, in the majority of cases, driven by a desire to reduce cost while at the same time maintaining or even elevating quality of service

1. Discuss the advantage of outsourcing (10 marks)
2. Discuss the disadvantage of outsourcing (10 marks)
3. Discuss the process of outsourcing (10 marks)

END OF PART B

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

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

Hotel industry consumes large amounts of energy because of energy intensive activities as well as high levels of wastage. Energy management has become a major part of hotel management and the energy used is mainly electricity, gas and oil. This is for many reasons but also because Increased Energy costs mean Decreased Profits. The industry continues to innovate when it comes to sustainability measures. It doesn't have to be a hassle to create an environment that is friendly to the universe while also making guests feel as though they're reducing their carbon footprint. Propose best practices in relation to sustainable measures for Food and Beverage Department and Rooms Division (20 marks)

END OF EXAM PAPER