

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 : **HOS2003 FACILITIES MANAGEMENT**
Trimester & Year : January - April 2019
Lecturer/Examiner : Mr.Gobein
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) : ONE (1) scenario question. 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 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 = 4 (Including the cover page)

PART A : 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 the seven principles of HACCP and discuss its importance in food sectors.
(10 marks)
2. A local contract catering company has been employed to produce Allison's 50th birthday buffet lunch. The food for the buffet will be prepared off site and transported to the venue. Explain how the caterer can ensure that the food will be safe to eat.
(10 marks)
3. A boutique hotel in Kuala Lumpur has to re-open under a new management. Discuss the changes the new owners could make to avoid wasting energy and water.
(10 marks)
4. 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)
5. The hospitality students have been asked to organize the School Prom/leavers' party. A risk assessment will need to be completed for the event. Identify the possible health and safety issues (other than food preparation and cooking), and discuss control measures to reduce any risks.
(10 Marks)

END OF PART A

PART B : SCENARIO QUESTION (30 MARKS)

INSTRUCTION(S): ONE (1) scenario question. 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.

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

Part C : ESSAY QUESTION (20 Marks)

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

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