

**FACULTY OF HOSPITALITY & TOURISM  
SCHOOL OF HOSPITALITY****FINAL EXAMINATION**Student ID (in Figures) : 

--	--	--	--	--	--	--	--	--	--	--	--	--	--

Student ID (in Words) : \_\_\_\_\_  
\_\_\_\_\_

Course Code & Name : **HOS2023 SUSTAINABLE OPERATIONS IN HOSPITALITY & TOURISM**  
Trimester & Year : January-April 2019  
Lecturer/Examiner : Ms. Dewi Pratomo  
Duration : 3 Hours

**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 2 parts:  
PART A (60 marks) : **FOUR (4) short answer questions. Answers are to be written in the Answer Booklet provided.**  
PART B (40 marks) : **TWO (2) Case study questions. Write your answers 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)**

**: FOUR (4)** short answer questions. Write your answers in the Answer booklet provided

---

1. Describe each of the following terms and provide an example of each: (10 marks)
  - a. Sustainable Transport
  - b. Protected Areas
2. Discuss **FIVE (5)** types of carrying capacity (15 marks)
3. Human activities have influenced the earth's ecosystem for many thousands of years. Nowadays the negative consequences of human actions can be noticed everywhere. Being one of the larger industries in the world, the hospitality industry is an important contributor to these problems. Analyse **FIVE (5)** negative impacts brought about by the hospitality industry which affect the sustainable operations of the industry. (20 marks)
4. The all-inclusive model originated in the French Club Med resorts, which were founded by the Belgian Gérard Blitz in 1950. An all-inclusive resort is a holiday resort that includes at a minimum lodging, three meals daily, soft drinks, most alcoholic drinks, gratuities, and possibly other services in the price. Many also offer sports and non-motorized watersports and other activities that are included in the price as well. They are often located in warmer regions of the world, particularly in the Caribbean. Analyse **THREE (3)** negative impacts which will affect the sustainability of all-inclusive resort (15 marks)

**END OF PART A**