



FACULTY OF HOSPITALITY & TOURISM

FINAL EXAMINATION

Student ID (in Figures) :

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

Student ID (in Words) : _____

Course Code & Name : **HOS2023 SUSTAINABLE OPERATIONS IN HOSPITALITY AND TOURISM**
Semester & Year : January – April 2021
Lecturer/Examiner : Ms. Haryati / Dr. Chris Ong
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
SECTION A : FIVE (4) short questions. Answers are to be written in the Answer Booklet provided.
(60 marks)
SECTION B : TWO (2) case study questions. Answers are to be written in the Answer Booklet provided.
(40 marks)
2. Candidates are not allowed to bring any unauthorised 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) : FIVE (5) short answer questions.

Write your answers in the Answer Booklet(s) provided.

1. Define each of the following terms and provide an example of each:

- a. Carrying Capacity
- b. Protected Areas

(10 marks)

2. Analyse **FIVE (5)** negative impacts of tourist transportation

(10 marks)

3. The European Union produces 1.3 billion tons of waste each year. In other words, 3.5 tons of refuse and liquid or solid waste per European citizen, nearly a third of this food waste for which the food service industry has a responsibility. Another 40–45 million tons of this huge mountain of waste is classed as hazardous or dangerous. You are required to explain **FOUR (4)** other wastage that can be hazardous to human beings.

(10 marks)

4. Human activities have influenced the earth's ecosystem for many and nowadays the negative consequences of human actions can be noticed everywhere. Hospitality industry is one of the larger industries in the world and play the role as important contributor to these problems. You are requested to analyze **FIVE (5)** negative impacts brought about by the hospitality industry that affect the sustainable operation of the industry with relevant example.

(20 marks)

5. Discuss **FOUR (4)** rationale factors for promoting sustainable tourism.

(10 marks)

END OF PART A

PART B : CASE STUDY QUESTION (40 Marks)

INSTRUCTION(S) : TWO (2) Case study questions.

Write your answers in the answer booklet provided.

BEAUTIFUL COASTLINES DISAPPEARING UNDER CONCRETE

220 million tourists to the region every year, over 100 million flock to the beaches. In less than 20 years, the annual number of tourists visiting the area is expecting to increase to 350 million. The huge tourism infrastructure developments have dramatically altered the natural dynamics of the Mediterranean coastal ecosystems. For example, more than half of the 46,000km coastline is now urbanized, mainly along the European shores. This infrastructure is a major cause of habitat loss in the region, and some locations are now beyond repair. Other problems associated with tourism include further pressure on resources such as water. As well as destroying their environment, this tourism does not even contribute significantly to the income of local people: 2/3 of the income from Mediterranean tourism from 2001-2004 went to fewer than 10 tour operators from northern Europe.

Coastal areas are some of the most productive and biologically diverse on the planet. They're also the most densely populated: according to the UN, 60% of the world's population - more people than inhabited the entire planet in 1960 - live within 60km of the coast. On top of this, 80% of all tourism takes place in coastal areas, with beaches and coral reefs amongst the most popular destinations.

In addition, in many cases local people do not benefit from tourism. Mass tourism often destroys local culture without contributing significantly to local income - most of the profits flow to foreign tour operators and investors. A knock-on effect can be reduced support by local people for protecting their environment.

(Source: www.wwf.org)

1. Evaluate **FIVE (5)** negative impacts of tourism on marine and coastal areas and give example. (20 marks)
2. Propose **FIVE (5)** measures that mix of policy and planning initiatives the government at national, regional and local level can consider to protect marine and coastal areas from the negative impact of tourism and provide with relevant example. (20 marks)

END OF EXAM PAPER