



**SCHOOL OF HOSPITALITY**

**FINAL EXAMINATION**

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Subject Code & Name : **BHM2302 PREMISES AND FACILITIES MANAGEMENT**  
Semester & Year : May - August 2017  
Lecturer/Examiner : Mr. Yeoh Tay Boon  
Duration : 3 Hours

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**INSTRUCTONS 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) scenario 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 = 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. Outsourcing
  - 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. Explain **5(FIVE) KEY RESPONSIBILITIES** of a Facilities Manager.  
(5 marks)
  
4. Explain **5 (FIVE) ADVANTAGES** of **OUTSOURCING**.  
(5 marks)
  
5. The **Occupational Safety and Health Act (OSHA)** is an Act which provides the legislative framework to secure the safety, health and welfare among all Malaysian workforces and to protect others against risks to safety or health in connection with the activities of persons at work. Explain the **FOUR (4)** aims of this act and give examples  
(10 Marks)

**END OF PART A**

**PART B : Case Study (30 MARKS)**

**INSTRUCTION(S):** Answer All (3) THREE questions. Answers are to be written in the Answer Booklet provided.

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The Mansion Hotel , located in Kuala Lumpur, has 150 rooms and is replacing the minibar fridge. As a worldwide chain hotel, The Mansion Hotel has a standard product specification from the Chain Head Office in Paris, France. The budget allocated for the project is very limited.

The owner would like to have the product that is of good quality and affordable. The Purchasing Manager sourced a few products with the closest specification to the chain standard specification for the hotel. The comparison of three minibar products is on page 4.

You are the Facility Manager for the Mansion Hotel. Answer the following questions:

1. Explain the **FIVE (5)** challenges of purchasing the subsidiary non branded product  
(10 marks)
2. Explain the consideration to select the most suitable items to purchase for the property.  
(10 marks)
3. Using the above consideration, analyse the specifications from the three candidate products and the standard product on the page 4.  
(10 marks)

**MINIBAR COMPARISON  
THE MANSION HOTEL**

	<b>STANDARD BRAND</b>	<b>ITEM 1</b>	<b>ITEM 2</b>	<b>ITEM 3</b>
<b>BRAND</b>	DOMETIC	HOMESUN	SICAO	ORBITA
<b>MODEL NUMBER</b>	HiPro 4000 standard	BCH-40/B	CB-40SA	MB-40
<b>CAPACITY</b>	40L	40L	40L	40L
<b>FEATURES</b>	Automatic defrost, fuzzy logic (energy optimized) , infrared sensor controlled LED light, changeable door panel design	Noise free, cfc free, fuzzy logic, changeable door panel design	No noise, no vibration, LED light, changeable door panel design	Absorption cooling, digital controller, LED light
<b>PRICE</b>	USD 475/unit	USD 95/unit	USD 100/unit	USD 95/unit
<b>WARRANTY</b>	3 years	5 years	2 years	5 years
<b>PORT</b>	Germany	Guangdong, China	Shunde, China	Shenzhen, China
<b>MINIMUM ORDER</b>	100 unit	100unit	1 unit	200 unit
<b>LEAD TIME</b>	4-6 weeks	4-6 weeks	4-6 weeks	4-6 weeks
<b>DELIVERY DETAIL</b>	30 days after invoice payment	25 days after receiving the deposit	40 days after receiving deposit	15 days after invoice
<b>DIMENSION</b>	(h x w x d) 559x405x452	(h x w x d) 545 x 405 x 443	(h x w x d) 560 x 400 x 420	(h x w x d) 517 x 400 x 517
<b>VOLTAGE</b>	100-140V and 2230-230V	110-240 W	100-172v and 220-240V	220 V
<b>POWER</b>	0.7 kWh/24 hours	70 W	65 W	65 W
<b>COOLING</b>	25°C ambient and 7°C interior cabinet temperature	25°C ambient and 2° cooling capacity	25°C ambient and 6-8° cooling capacity	25°C ambient and 8° cooling capacity
<b>PICTURE</b>				

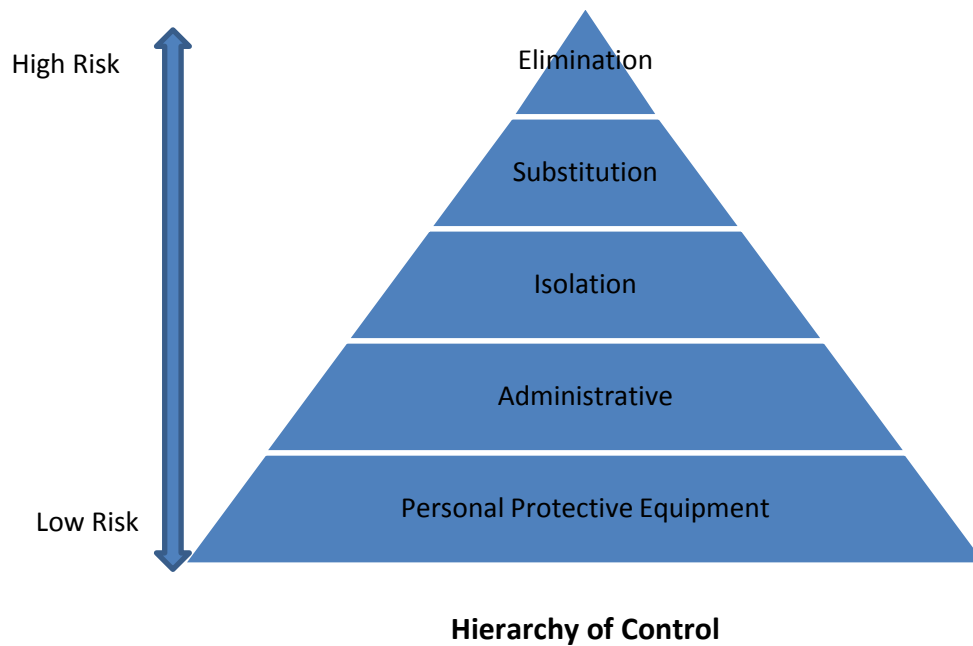
**Part C : ESSAY QUESTION. (20 Marks)**

**INSTRUCTION(S): ONE (1) essay 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:

Managing **RISK** is of upmost importance in Premises Management. Elaborate the different levels of risk with relevant examples and methods of managing them.



(20 marks)

**END OF EXAM PAPER**