

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 : May –August 2018
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 each of the following **AND** provide a hotel or hospitality example of each :
(10 marks)
 - a) HACCP
 - b) Hazard
2. Illustrate the facilities management hierarchy and discuss the facilities managers' role and responsibilities in the organizational structure.
(10 marks)
3. 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)
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. 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, AHLEI; USA, p.123*).

Using an example of a safety hazard encountered in the business of your choice explain the steps involved in the risk management process.
(10 Marks)

50 marks

END OF PART A

PART B : SCENARIO QUESTION (30 MARKS)

INSTRUCTION(S): THREE (3) extended short answer questions that require you to refer to specification documents. Answers are to be written in the Answer Booklet provided.

1. Fairmont Hotel Kuala Lumpur hotel is ideally located in the city centre, adjacent to the Kuala Lumpur Convention Centre and surrounded by the lush gardens of Kuala Lumpur City Centre Park. The hotel is also within walking distance of the entertainment district, popular shopping malls and tourist attraction including Aquaria KLCC and KL Tower. The hotel is a 60 minute drive from Kuala Lumpur International Airport (KLIA). Fairmont Hotel is the luxury hotel in Kuala Lumpur, features luxurious and spacious guestrooms that include 370 rooms and 42 suites. The room sizes are amongst the largest in the city, ranging from 47 square metres (505 square feet) to 340 square metres (3,659 square feet). All rooms have the benefit of floor-to-ceiling windows to best capture the magnificent panoramic views of Kuala Lumpur city or the iconic Petronas Twin Towers. As the Facilities Manager at Fairmont Hotel Kuala Lumpur, You have been granted your new additions and refurbishment budget at the Fairmont Hotel and can now renovate and refurbish some key areas of the hotel. However, the GM insists that no business should be lost and the full range of five-star (full service hotel) services continues to be provided. These are the major renovations that need to be done:

Plan the renovation at Fairmont Hotel by following all the stages of the business cycle on these following major renovations that needs to be done

1. 1st floor reception lobby refurbishment
2. Buffet restaurant closed for 30 days
3. Rooms soft refurbishment, will take one day per room to refurbish the room interior, change Television and PABX wiring.

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.

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

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