

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

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Student ID (in Words) : \_\_\_\_\_  
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Course Code & Name : **HOS2023 SUSTAINABLE OPERATIONS IN HOSPITALITY & TOURISM**  
Trimester& Year : September-December 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

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1. There are 6 key actors in sustainable tourism. One of the key actors is the public sector. Discuss **FIVE (5)** ways the public sector influences tourism development in a country and give an example. (15 marks)
2. National renewable energy markets are projected to continue to grow strongly in the coming decade and beyond. Some places and at least two countries, Iceland and Norway, generate all their electricity using renewable energy already, and many other countries have set a goal to reach 100% renewable energy in the future. At least 47 nations around the world already have over 50 percent of electricity from renewable resources. Renewable energy resources exist over wide geographical areas, in contrast to fossil fuels, which are concentrated in a limited number of countries. Explain **FIVE (5)** forms of renewable energy and give an example (15 marks)
3. Most of the countries of the world are struggling to deal with their waste problems. Poor management of waste impacts on the public health of entire communities and cities; pollutes local water, air and land resources; contributes to climate change and ocean plastic pollution; aids climate change and hastens the depletion of forests and mines. Discuss why waste has to be managed effectively and propose the action to manage waste in the hospitality industry (15 marks)
4. CSR is an evolving business practice that incorporates sustainable development into a company's business model. It has a positive impact on social, economic and environmental factors. Companies have a responsibility towards their stakeholders. Discuss **FIVE (5)** responsibilities which a company has towards the community. (15 marks)

**END OF PART A**