

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

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

Course Code & Name : **HOS2023 SUSTAINABLE OPERATIONS IN HOSPITALITY & TOURISM**  
Semester & Year : September-December 2020  
Lecturer/Examiner : Ms. Dewi Pratomo  
Duration : 3 Hours

**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 2 case studies :  
Part A (60 marks) : **FOUR (4) Case study questions. Answer all questions in the space provided**  
Part B (40 marks) : **TWO (2) Case study questions. Answer all questions in the space 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. Sustainability is the ability to exist constantly. In the 21st century, it refers generally to the capacity for the biosphere and human civilization to coexist. Sustainability is defined through the following interconnected domains or pillars: environment, economic and social in many fields. More than that, sustainability implies responsible and proactive decision-making and innovation that minimizes negative impact and maintains balance between ecological resilience, economic prosperity, political justice and cultural vibrancy to ensure a desirable planet for all species now and in the future. There are factors that encourage sustainability to be able to maintain the balance. Discuss **FIVE (5)** factors that encourage sustainability in hospitality and tourism. (20 marks)
2. There are 6 key actors in sustainable tourism. One of the key actor is public sector. Discuss **FIVE (5)** ways the public sector influences in tourism development in a country and give example. (10 marks)
3. Tourism can be a useful source of income to help developing countries improve conditions and invest in the future, but these countries should be careful to lean toward diversification of their economies instead of dependence on tourism. Several negative impact on tourism policy in developing countries such as encouraging large foreign tour operators and developer at the expense of smaller local enterprise and corruption is one of many. Propose **FIVE (5)** ways of tourism as a development tools in developing countries. (20 marks)
4. 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 actions to manage waste in the hospitality industry (10 marks)

**END OF PART A**