



**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 : Sept - Dec 2024
Lecturer/Examiner : Nor Hazwani Mohd Din
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (60 marks) : Short essay questions. Answers are to be written in the Answer Booklet provided.
PART B (40 marks) : 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 = 4 (Including the cover page)

PART A : SHORT ANSWER QUESTIONS (60 MARKS)

INSTRUCTION(S) : FIVE (5) short essay questions. Write your answers in the Answer Booklet(s) provided.

1. Define;
 - a. Carrying Capacity
 - b. Carbon Neutral
 - c. Carbon Footprint
 - d. Sustainable Food

(8 marks)

2. Sustainable transportation involves eco-friendly vehicular travel to minimize harm to the environment. Tourism sector is one of the crucial sector that involves with sustainable transportation.
Explain **FIVE (5)** sustainable transportation practices in tourism sector effectively to reduce its environmental impact and contribute to a greener future?

(15 marks)

3. Classify **FIVE (5)** categories if renewable energy usage in the hospitality industry.

(10 marks)

4. Water conservation refer to reducing the usage of water and recycling waste water for different purposes, such as cleaning, manufacturing and others. This method is one of the most efficient and cost effective ways to control the usage of the water. Determine **FIVE (5)** ways of hospitality industry can implement water conservation measures to reduce their environmental impacts and operational cost.

(15 marks)

5. Discuss **SIX (6)** characteristic of sustainable food activities

(12 marks)

END OF PART A

Part B : CASE STUDY QUESTION (40 Marks)

INSTRUCTION(S): Case study questions. Write your answers in the answer booklet provided.

Effective methods of waste management in the hotel industry.

By [Erich Lawson](#)

20 January 2023

The hospitality industry is a major contributor to the global economy and has an important role to play in reducing the environmental impact of waste production. Managing waste effectively is essential for hotels to stay competitive while meeting regulatory requirements. By focusing on the responsible management of resources, hotels can reduce their environmental footprint and benefit from cost savings. This article will outline effective waste management methods in the hotel industry and why it is important to prioritize these practices. In addition, most of the major elements of hotel waste; include the single-use plastic waste in hotels issue that needs to be addressed. Hotel guests generate tons of single-use plastic waste daily from disposable water bottles, toiletry containers, snack wrappers, and more. Even though the majority of this waste can be recycled or composted, it often ends up in landfills or the ocean due to improper disposal practices. Hotels must proactively address their single-use plastic waste situation to reduce their environmental impact. There are several steps that hotels can take to manage their single-use plastic waste. They should start by implementing policies that discourage guests from using disposable items, such as banning complimentary bottled water and offering reusable amenities instead of disposables in bathrooms. Hotels also need to ensure they have adequate recycling collection bins throughout the property, so guests know where to deposit their recyclable items.

Next would be the hotel food waste. Many hotels have their own restaurants, whether for room service, bar food, or silver service. As with any restaurant, this can result in massive amounts of food waste, which, if not appropriately managed, can have a significant environmental impact. With about 80 billion pounds thrown away in America each year, food is the single greatest component of US landfills. According to some estimates in tourism and hospitality, food accounts for over half of the total waste created by enterprises. This is especially common at hotels that serve buffets, where plate waste (food left on guests' plates) is a major issue.

Last but not least, guest waste at hotels. Organic guest waste includes food scraps, food containers, napkins, tea bags, coffee grounds, fruits, and vegetables. Non-organic guest waste includes plastic bottles and containers, paper towels, tissues, and other paper products, as well as shampoo bottles and other personal hygiene items. The best way for hotels to manage these different types of guest waste is by implementing proper recycling systems that are easily accessible to guests in all areas of the hotel.

When managing a hotel, it is important to understand the importance of waste management. Waste management involves properly disposing of and recycling materials in order to reduce the environmental impact of hotel operations. Proper waste management can also lead to financial savings for hotels by reducing costs associated with disposal, as well as improved customer satisfaction. [Good waste management practices](#) begin with identifying what kind of materials need to be recycled or disposed of safely. This includes paper, glass, plastic, metal, and food items that would otherwise take up space in landfills or create pollution if not managed correctly. Hotels should provide designated bins for guests and staff to use when disposing of their trash to separate recyclable materials from non-recyclable materials. By carefully sorting recyclable items such as cardboard and paper products, hotels can significantly reduce their impact on the environment while saving costs at the same time.

Proper waste management in hotels is an important part of being more sustainable, reducing costs and living up to a hotel's moral responsibility to respect the environment. This is why sustainability must be at the core of your property's operations. With more and more people traveling year after year, something must be done to cease the unnecessary destruction of our planet. Digital alternatives to printed customer documents and hotel admin, as well as more sustainable approaches to hospitality and the provision of a seemingly luxurious experience, must be sought out and put into practice. In the end, automation and technology will free hoteliers to focus even more on what matters - the guest experience.

1. Discuss **FIVE (5)** importance of proper management of waste for hotel industry.
(15 marks)
2. Breakdown **FIVE (5)** strategies that hotel can implement in order to reduce the overall waste generation for their daily operations.
(10 marks)
3. Identify **FIVE (5)** actions taken by the hotel industry to make sure they have a proper waste management activities and provide **ONE (1)** example of each actions.
(15 marks)

END OF THE EXAM PAPER