

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS**

**SECOND YEAR EXAMINATION FOR THE AWARD OF  
BACHELOR OF SCIENCE IN HOSPITALITY AND TOURISM MANAGEMENT**

**BTHM 203: INTRODUCTION TO PROPERTY MANAGEMENT**

**STREAMS: BTHM Y2S1**

**TIME: 2 HOURS**

**DAY/DATE: FRIDAY 19/12/2014**

**11.30 AM – 1.30 PM**

---

**INSTRUCTIONS:**

**Answer all questions in sections A and any Two questions in section B**

**Section A**

1. Mention any three challenges to hotel security and safety today and how the hotels can effectively deal with the challenges. [6 marks]
2. List any two considerations in designing the following areas in the hotel.
  - (a) Restaurants [2 marks]
  - (b) Guestrooms [2 marks]
3. Briefly explain the main cost categories that go into setting up a hotel property or facility. [4 marks]
4. Differentiate between the concepts of maintenance and renovation. [4 marks]
5. Using relevant example, briefly explain how maintenance of inventory for hotel facilities should be handled. [5 marks]
6. Highlight the two main types of maintenance activities. [2 marks]
7. List any 5 general factors to consider in purchasing of hotel equipment. [5 marks]

## **Section B**

8. Discuss any 5 management responsibilities in hospitality establishment in relation to property or facility management. [20 marks]
  9.
    - (a) Discuss the importance of property or facility management to a hospitality establishment. [12 marks]
    - (b) Discuss the role of facilities to a hotel establishment. [8 marks]
  10. Environment management and sustainability is an issue under great debate today.
    - (a) Briefly explain the concept in the context of hospitality management. [4 marks]
    - (b) Discuss how hotels can incorporate this concept in their operations.[16 marks]
-