

MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS 2016/2017 ACADEMIC YEAR**

**THIRD YEAR SECOND SEMESTER**

**SCHOOL OF TOURISM AND NATURAL RESOURCE MANAGEMENT**

**BACHELOR OF HOTEL & HOSPITALITY MANAGEMENT**

**COURSE CODE: BHM 307**

**COURSE TITLE: PROPERTY AND FACILITY**

**MANAGEMENT**

**DATE: 13TH JULY, 2017 TIME: 1100 – 1300HRS**

**INSTRUCTIONS TO CANDIDATES**

Question **ONE** is compulsory Answer any other **THREE** questions

*This paper consists of 3 printed pages. Please turn over.*

**QUESTION ONE (25mks)**

**(Read the case study below)**

A recent study on the development of Facilities Management and its application to the hospitality industry in the Middle East region established the perceived importance of Facilities Management in renovating processes in the industry.

However, the report found that although owners and operators of luxury hotels understood the importance of continual renovation and refurbishment in order to meet customer expectations and competitive pressures, there appears to be a lack of strategic planning with regard to Facilities Management in hospitality in the Middle East.

Despite the importance of renovation, owners do not value it as an important Facilities Management tool. There is therefore a need for the continued development and investment in Facilities Management in the region. The challenge for hotel managers is how to utilize the discipline of a Facilities Management approach to renovation projects without merely adding another layer of bureaucracy and administration.

The report stressed that Facilities Management knowledge can bring to the table a great opportunity to build on existing best practices, rather than ‘re-inventing the wheel’. Looking at hotel renovation from a Facilities Management viewpoint would allow those involved to take a ‘fresh’ look at the core assumptions that underpin hotel renovation programs, and perhaps find innovative solutions.

(Using the case study answer the following question)

1. Discuss the scope of facilities management that Middle East should be considering **(7 marks)**
2. In relation to development of facilities management, discuss how facilities management in Middle East can evolve **(5 marks)**
3. Explain five significant stakeholders whose interests must be taken in to account when designing facilities management in middle East **(5 marks)**
4. Examine the factors that have led to the development of facilities management **(8 marks)**

**QUESTION TWO**

1. Explain the concept of ergonomics as used in management of hospitality facilities **(10 marks)**
2. Analyse the factors to consider when appraising a site for hospitality facility **(5 marks)**

**QUESTION THREE**

1. Design and construction is a process. Describe the phases involved **(9 marks)**
2. Building is an amalgamation of various elements. Discuss **(6 marks)**

**QUESTION FOUR**

Discuss the current trends in the interior design and layout of hospitality establishments (guest rooms, lounges, entrance halls, dining rooms and production areas) **(15 marks)**

**QUESTION FIVE**

1. With clear examples, discuss how design and layout can increase the profitability in a hotel **(9 marks)**
2. Exemplary interior design has certain principles behind it. Discuss  **(6 marks)**

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