

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF CATERING
AND HOTEL MANAGEMENT**

BCHM 430: HOTEL FACILITIES AND OPERATIONS MANAGEMENT

STREAMS: BCHM Y4S1

TIME: 2 HOURS

DAY/DATE: TUESDAY 11/12/2018

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

- **Section A is compulsory.**
- **Answer any two (2) questions from section B**
- **Do not write on this paper.**

SECTION A: COMPULSORY (30 MARKS)

Question one

- (a) Explain the importance of studying facility/property management for the Hotel Manager. (6 marks)
- (b) Explain any 6 factors to consider when making the decision to renovate. (6 marks)
- (c) Citing examples, discuss any *six* (6) precautions to be taken when handling electrical equipment. (6 marks)
- (d) Explain *three* (3) methods of heat transfer found in facility/property management. (6 marks)
- (e) Explain the following terminologies
- (i) Plumbing fixture
 - (ii) Access chamber in plumbing
 - (iii) Stop valve
 - (iv) Hard water
 - (v) Renovation
 - (vi) Facility maintenance (6 marks)

SECTION B: ANSWER ANY TWO (2) QUESTIONS (40 MARKS)

Question two

- (a) Briefly explain any *five* (5) effects of preventive maintenance giving examples within the Hospitality Industry. (10 marks)
- (b) Discuss *five* (5) types of maintenance found in property management. (10 marks)

Question three

- (a) Explain the advantages and disadvantages of any *two* (2) types of drainage systems. (10 marks)
- (b) Explain the water regeneration process, which takes place during water treatment. (10 marks)

Question four

- (a) Evaluate any *five* (5) principal uses of refrigeration in hospitality industry. (10 marks)
 - (b) Discuss *five* (5) types of fires and their extinguishers. (10 marks)
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