
CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF SCIENCE IN
HOTEL MANAGEMENT**

BCHM 271: HOSPITALITY PROPERTY MANAGEMENT

STREAMS: BCHM Y2S1

TIME: 2 HOURS

DAY/DATE: THURSDAY 13/12/2018

8.30 AM. – 10.30 A.M

INSTRUCTIONS:

- **Answer ALL questions in section A and any other two in section B**
- **Do not write anything on the question paper**

SECTION A (30 MARKS)

1. Briefly discuss the factors attributed to the development of property management. [5 marks]
2. Explain the importance of property management to a hospitality establishment. [4 marks]
3. Explain the use of the following documents in building and construction.
 - (i) Schedule of materials [2 marks]
 - (ii) Bill of quantities [2 marks]
 - (iii) Specification [2 marks]
4. Briefly discuss the benefits of renovation for hospitality establishments. [5 marks]
5. Briefly explain the special provisions that need to be considered for the physically handicapped in hotel planning and design. [5 marks]
6. Discuss security threats experienced by the Kenyan coastal hotels. [5 marks]

SECTION B (40 MARKS)

7. (a) Discuss the phases of design and construction. [12 marks]
(b) Identify the key aspects of Ergonomics and explain why these aspects should be employed during design and construction of hospitality establishments. [8 marks]
8. (a) Explain the functional considerations of the following in construction. [12 marks]
(i) Ceiling
(ii) Walls
(iii) Floors
(iv) Doors and windows
(b) Explain the methods of clearing and disposing off waste. [8 marks]
9. (a) Explain how each of the elements of design can be intermingled to achieve good integration in any hospitality set up. [12 marks]
(b) Layout and design have significant impact on customer satisfaction and can increase productivity. Discuss. [8 marks]
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