

**CHUKA**



**UNIVERSITY**

---

**UNIVERSITY EXAMINATIONS**

**SECOND YEAR EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR  
OF HOTEL MANAGEMENT**

**BCHM 271: HOSPITALITY PROPERTY MANAGEMENT**

**STREAMS: BCHM Y2S1**

**TIME: 2 HOURS**

**DAY/DATE: FRIDAY 06/12/2019**

**11.30 A.M. – 1.30 P.M.**

---

**INSTRUCTIONS:**

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

**SECTION A (30 MARKS)**

1. Explain three main components of a hotel building. (6 marks)
2. Describe five uses of a hotel facility. (5 marks)
3. Examine five elements of interior design of a restaurant. (5 marks)
4. Briefly discuss five objectives of planning a hotel property. (5 marks)
5. Discuss five reasons for renovation in a hospitality establishment. (5 marks)
6. Highlight four uncontrollable factors that will influence the choice of a location for a hospitality property. (4 marks)

**SECTION B (40 MARKS)**

7. (a) Identify and explain five skills required by a qualified facility manager. (10 marks)
- (b) Explain the meaning of the following terms as used in property management. (10 marks)

8. (a) Explain five significant stakeholders whose interests must be taken into account when designing a property. (10 marks)
- (b) Discuss five factors to be considered in designing the layout of a hotel property. (10 marks)
9. Discuss the contribution of information communication technology in the management of hospitality facilities. (20 marks)
-