

CHUKA

UNIVERSITY



UNIVERSITY EXAMINATIONS

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

BCHM 362: PHYSICAL PLANT DEVELOPMENT AND MAINTENANCE

STREAMS: BCHM (Y3S1)

TIME: 2 HOURS

DAY/DATE: TUESDAY 19/12/2023

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS

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

SECTION A: (30 MARKS)

1. Explain five factors that influence the choice of the size of a hospitality investment. (5 marks)
2. Describe five elements of interior decorations in a restaurant setting. (5 marks)
3. Briefly explain six roles of technology in hospitality properties. (6 marks)
4. Explain four consequences of failure to maintain hospitality properties. (4 marks)
5. Briefly explain five site economics of quality that might affect the quality of hospitality structure. (5 marks)
6. Briefly describe five types of projects that require NEMA certification to support hospitality operations. (5 marks)

SECTION B (40 MARKS)

7. a) Explain five considerations for an effective capacity of a restaurant. (10 marks)
b) Discuss five factors to consider before constructing a hospitality property. (10 marks)
8. a) Describe four types of maintenance carried out in hospitality establishments. (8 marks)

b) With the aid of illustrations, explain six layouts used in hospitality kitchens.

(12 marks)

9. Discuss emerging trends that are influencing the growth and development of hospitality organizations in Kenya. (20 marks)

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