

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: FRIDAY 20 /12/2024**

**8.30A.M. –10.30 A.M.**

---

**INSTRUCTIONS TO CANDIDATES:**

- 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 five goals of developing and maintaining facilities in the hospitality industry (5 marks)
2. Describe five operational sections in a hotel facility in the hospitality industry (5 marks)
3. Briefly explain six stakeholders and their interests in development of hospitality properties (6 marks)
4. Explain merits that inform the maintenance of hospitality properties (4 marks)
5. Briefly explain five aspects of ergonomics that are crucial in development of facilities (5 marks)
6. Briefly describe five roles of NEMA in development of hospitality facilities. (5 marks)

**SECTION B (40 MARKS)**

- 7a) Explain five quantifiable factors in the choice of a plant location (10marks)
- b) Discuss five principles of interior design in hospitality properties. (10marks)

**BCHM 362**

- 8a) Describe principles that guide the designated layout of a kitchen in a hotel (10marks)
- b) With the aid of illustrations, explain five layouts used in hospitality kitchens (10marks)
9. Discuss the role of information communication technology in management of hospitality facilities (20 marks)
-