

DHRM 011

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ALUPE UNIVERSITY
COLLEGE

... Bastion of Knowledge ...

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ACADEMICS, RESEARCH AND STUDENTS' AFFAIRS

UNIVERSITY EXAMINATIONS

2018 /2019 ACADEMIC YEAR

SECOND YEAR SECOND SEMESTER REGULAR EXAMINATION

**FOR DIPLOMA IN HOTEL AND RESTAURANT
MANGEMENT**

COURSE CODE: DHRM 011

COURSE TITLE: FACILITIES AND PROPERTY MANGEMENT

DATE:23/4/19

TIME: 9.00AM-12.00 NOON

INSTRUCTION TO CANDIDATES

- SEE INSIDE



THIS PAPER CONSISTS OF 3 PRINTED PAGES

PLEASE TURN OVER

DHRM 011: FACILITIES AND PROPERTY MANAGEMENT

STREAM: DHRM

DURATION: 2 1/2 HOURS

INSTRUCTIONS TO CANDIDATES

- Answer Question **ONE** and any other **TWO** questions
- Question **ONE** carries 30 marks
- Time allowed: 2 1/2 hours

Question One (30 marks)

- a) i.) What is hotel maintenance? (3 Marks)
- ii.) In a hotel set-up, list **THREE** areas where maintenance procedures are performed.
(3 Marks)
- b) A maintenance organization can be considered as being made up of three necessary and interdependent components. Explain. (6 Marks)
- c) i) List any three factors that influence maintenance strategy adopted in a hotel. (3 Marks)
- ii) The variable factors in selecting the size of rainwater guttering are _____, _____ and _____. (3 Marks)
- d) Highlight any **THREE** types of maintenance staff in a hotel. (6 Marks)
- e) List the functional areas of maintenance management in a hospitality organization.
(6 Marks)

Question Two (20 MARKS)

- a) i) State any **FIVE** maintenance actions carried out within a hotel set-up. (5 Marks)
- ii) Maintenance management is categorized into three maintenance procedures. With an aid of a diagram, explain. (5 marks)
- b) State any **TEN** objectives of maintenance. (10 Marks)



Question Three (20 MARKS)

- a) i) List any FIVE objectives of operation and maintenance of sources of water supply.
(5 Marks)
- ii) Highlight FIVE common causes of hotel wall collapse. (5 Marks)
- b) Explain FIVE causes of roof problems in the hospitality industry.(10 Marks)

Question Four (20 MARKS)

- a) Explain the key issues contributing to the poor Operation & Maintenance in Kenyan hotels.
(10 Marks)
- b) Explain the functions of the maintenance department in a hotel facility. (10 Marks)

Question Five (20MARKS)

Poor engineering work remains the main cause of building defects within the hospitality industry worldwide. Discuss the common causes and types of building defects. (20 Marks)

