



**MURANGA UNIVERSITY COLLEGE**  
**(A constituent College of Jomo Kenyatta University of Agriculture and Technology)**  
**SCHOOL OF HOSPITALITY & TOURISM**  
**DEPARTMENT OF HOSPITALITY**  
**DIPLOMA IN HOSPITALITY MANAGEMENT**  
**MAIN EXAMINATION**

**UNIT CODE: DHM 1224**

**UNIT TITLE: HOSPITALITY FACILITIES & PROPERTY MANAGEMENT**

**Date: 11-12-2015**

**TIME: 2 HOURS**

**INSTRUCTIONS:**

This paper consists of two Sections A and B.

Section A is compulsory

Answer any two (2) questions from Section B

**SECTION A: COMPULSORY (30 MARKS)**

1. a) Define the following types of maintenance
  - i) Routine maintenance
  - ii) Preventive maintenance
  - iii) Guestroom maintenance
  - iv) Contract maintenance
  - v) Emergency maintenance (10 marks)
- b) Outline the roles & functions of a Chief Engineer in the Hospitality Industry (10 marks)
- c) List at least ten (10) general safety tips to be considered at the swimming pool (10 marks)

**SECTION B: ANSWER ANY TWO (2) QUESTIONS. ALL QUESTIONS CARRY EQUAL MARKS**

2. a) Outline steps to follow when a manager is coming up with a preventive maintenance programme (4 marks)
- b) Explain three (3) areas which are of particular concern for maintenance management in the guest room (6 marks)

- c) Define the following terms in water treatment
- i) Soft water
  - ii) Regeneration (2 marks)
- d) Explain the water regeneration process which takes place during water treatment (3 marks)
- e) Explain any **FIVE (5)** conditions which should be avoided in the swimming pool (5 marks)
3. a) With the aid of an organizational chart please give a clear structure of the Hotel management and its link to the Chief Engineer (10 marks)
- b) Explain the planned preventive maintenance for each of the following
- i) Floors (3 marks)
  - ii) Air conditioning system (3 marks)
- c) Describe the following terms
- i) Hotel
  - ii) Pitched Roof
  - iii) Contract
  - iv) Fire damper (4 marks)
4. You are newly employed in a hotel establishment where both client and staff have been complaining of Poor safety hazards and unsafe environment to give this establishment a new usage:
- a) Discuss five (5) measures to minimize the risk of fires in an organization. (10 marks)
- b) Apart from fires, identify five (5) other accidents common in hospitality organizations and discuss how to avoid them. (10marks)
5. a) Give rationale for waste disposal management (7 marks)
- b) Develop and discuss steps you will follow when developing a waste management plan (13 marks)