



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF HOSPITALITY & TOURISM

QUALIFICATION : BACHELOR OF HOSPITALITY MANAGEMENT	
QUALIFICATION CODE: 07 BHMN	LEVEL: 7
COURSE CODE: HPM710 S	COURSE NAME: HOSPITALITY PROPERTY & FACILITY MANAGEMENT
SESSION: JULY 2024	PAPER: 2
DURATION: 2 HOURS	MARKS: 100

SECOND OPPORTUNITY QUESTION PAPER	
EXAMINER/S:	MR. G. CLOETE
MODERATOR:	MS. C. SUNDE

INSTRUCTIONS	
1.	Answer ALL the questions.
2.	Write clearly and neatly.
3.	Number the answers clearly.

THIS QUESTION PAPER CONSISTS OF 3 PAGES (Including front page)

Question 1

What do you understand by the following Terms? (16)

- 1.1 Land Estate Management (4)
- 1.2 Property Evaluation (4)
- 1.3 Feasibility Studies or Viability Reports (4)
- 1.4 Property management/estate agency (4)

Question 2

Contrast and compare the distinct differences between a Property Portfolio Manager and a Property Manager. (6)

Question 3

Examine the role of a Land Estate Manager and outline the skills needed to play this role. (18)

Question 4

A model facility layout should be able to provide an ideal relationship between raw material, equipment, manpower and the final product at minimal cost under a safe and comfortable environment. An efficient and effective facility layout need to adhere to certain objectives. Briefly discuss these objectives. (Any Five) (10)

Question 5

Factors to consider before building a property portfolio are crucial for decision making. Discuss these factors briefly. (10)

Question 6

Spa Management is crucial for strategic performance. Briefly explain what Spa Management entails. (10)

Question 7

The perception amongst the nationals is that SPAs are not doing well in Namibia!

Briefly explain what aspects do you think should be implemented for SPA's to perform better ,.....or to do even better than what they are doing at present. **(10)**

Question 8

Identify the functions of Management and discuss the functions with regards to what the Tourists choosing Namibia as a Tourism Destination needs now, POST- COVID- 19 Pandemic?

All four to include the Topics in Brackets :
(Finances , Operations , Equipment, Guest Satisfaction , Staff)

4x5=(20)

Good Luck !

[100]
