



PAMIBIA 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: JUNE 2024	PAPER: 1
DURATION: 2 HOURS	MARKS: 100

FIRST 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.

1.

THIS PAPER CONSISTS OF 3 PAGES (Including front page)

Question 1

What do you understand by the following Terms? (17)

1.1 Hotel Pension (3)

1.2 Resort (3)

1.3 Exponential Growth (Offer relevant examples) (6)

1.4 Budget (3)

1.5 Sequence Analysis (2)

Question 2

Management principles are statements carefully designed to keep consumers and employees informed on vital aspects of the organization. Provide a clear definition of Management Principles and provide three (3) relevant examples. (4+6)

Question 3

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 needs to adhere to certain objectives. Briefly discuss these objectives. (Any Five) (10)

Question 4

The role of facility managers (FM's) varies widely from organization to organization, but a FM's responsibility may cover a range of areas. Discuss! (10)

Question 5

Briefly describe the core duties of the Facilities Manager in a Hospitality and Tourism environment. **(8)**

Question 6

Facility layout, designing, techniques, types and implementation is influenced by various factors. These factors vary from industry to industry but influence facility layout. Discuss!

(15)

Question 7

Change is the only constant in the Hospitality and Tourism Industry. Discuss the aspects you need to keep track of in order to grow with the change and build a relevant, innovative and sustainable business for the future. **(15)**

Question 8

Management in Hospitality Establishments need to ensure their guests stay in an environment where atmosphere and interior are good looking and suitable for pleasure or for business and in both cases will require comfort, good food and great service which are all supported by good planning and organization throughout the establishment. Discuss Modern trends in planning Hotels! **(15)**

[100]

Good Luck !