



**PAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION**

**DEPARTMENT OF HOSPITALITY & TOURISM**

<b>QUALIFICATION : BACHELOR OF HOSPITALITY MANAGEMENT</b>	
<b>QUALIFICATION CODE: 07 BHMN</b>	<b>LEVEL: 7</b>
<b>COURSE CODE: HPM710 S</b>	<b>COURSE NAME: HOSPITALITY PROPERTY &amp; FACILITY MANAGEMENT</b>
<b>SESSION: JUNE 2025</b>	<b>PAPER: 1</b>
<b>DURATION: 2 HOURS</b>	<b>MARKS: 100</b>

<b>FIRST OPPORTUNITY EXAMINATION</b>	
<b>EXAMINER/S:</b>	<b>MR. G. CLOETE</b>
<b>MODERATOR:</b>	<b>MS. C. SUNDE</b>

<b>INSTRUCTIONS</b>	
<b>1.</b>	<b>Answer ALL the questions.</b>
<b>2.</b>	<b>Write clearly and neatly.</b>
<b>3.</b>	<b>Number the answers clearly.</b>

**THIS MODERATION PAPER CONSISTS OF 3 PAGES (Including front page)**

### Question 1

Identify the functions of management and discuss each function in relation to what tourists choosing Namibia as a tourism destination need in the post-COVID-19 era. Your discussion should specifically focus on management functions and address the areas which would include one common goal: Guest Satisfaction: (4x5 =20)

### Question 2

What do you understand by the following Terms

- 2.1 "Hotel Pension " (3)
- 2.2 "Resort " (3)
- 2.3 "Exponential Growth and offer relevant examples " in Hospitality (6)
- 2.4 "Budget " (3)
- 2.5 "Sequence Analysis" (2)

### Question 3

Management principles are statements carefully designed to keep consumers and employees informed on vital aspects of the organisation. Provide a clear definition of Management Principles and provide three (3) relevant examples. (4 + 6=10)

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

### Question 5

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

### Question 6

Effective and efficient facility layout is of paramount importance. Describe briefly the aspect of achieving effective and efficient facility layout objectives, if the following factors can be ensured. (8)

**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!

(10)

Good Luck !

[100]