



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE: DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT (DCAM J23)

UNIT CODE: HHC 2301: UNIT NAME: FACILITY MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: APRIL 2025

TIME: 2 HOURS

DATE: Pick Date Apr 2025

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

QUESTION 1

- (a) Outline Five steps of formulating facility Management reports (10 Marks)
- (b) Discuss Five micro factors that a Facility Manager must put into consideration in the execution of his day to day running of the organization (10 Marks)
- (c) Facility Management objectives must be S M A R T in their nature. Explain what each letter stands for in the Acronym S. M. A.R. T. (10 Marks)

SECTION B (Answer only TWO questions)

QUESTION 2

- (a) Discuss Five variables that a facility Manager can use to motivate his staff (10 Marks)

- (b) The execution of Facility Management job requires a high code of conduct. Outline Five attributes that the Facility Manager must possess in order to carry out his job diligently (10 Marks)

QUESTION 3

- (a) Discuss Five reasons why Hotel Managers should have a good level of Facility Management skills (10 Marks)
- (b) Discuss Five Key Factors that a Manager should seriously consider before getting involved with Hotel Business (10 Marks)

QUESTION 4

- (a) Discuss Five types of Facility Layout likely to be referenced by a Facility Manager in Facility Management operations (10 Marks)
- (b) Discuss Five components of a feasibility- site appraisal within the context of Facility Management (10 Marks)

QUESTION 5

- (a) Outline Five Challenges brought about brought by emerging trends that may affect the work of a facility Manager (10 Marks)
- (b) Outline Five variables which a Facility Manager may use to motivate his workforce (10 Marks)