



# **GRETSA UNIVERSITY - THIKA**

## **UNIVERSITY EXAMINATIONS JANUARY - APRIL 2021 SEMESTER**

### **BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT**

**COURSE CODE: BSHM 304**

**COURSE TITLE: FACILITIES, DESIGN AND LAYOUT**

**DATE: 12 MAY 2021**

**TIME: 8.00 AM – 11.00 AM**

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#### **INSTRUCTIONS TO CANDIDATES**

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

**CAUTION:** *All exam rooms are under CCTV surveillance during the examination period.*

## **SECTION A: COMPULSORY QUESTIONS**

### **Case Study: Costly ignorance in facilities planning**

When Mr. Morris, a trained horticulturist, took over his father's hotel as the general manager, he felt that the hotel was in a deplorable condition based on its 1954 layout which had grown out of touch with his preferred 'dot.com' urban designs. He decided to turn-round the facility by making complete renovations and construction of an additional, new theme restaurant within a period of three months. In order to cut down the costs of the project, he personally carried out a market feasibility study, designed the drawings and specifications for the project and hired a construction team which was expected to multitask by taking up all the roles of engineering and interior design.

The renovation process saw some walls brought down, rooms expanded, corridors opened up to serve different operation areas and new equipment mounted. Among the areas that were renovated included a corridor that formed a connection between the main kitchen, the hotel's food store, the cellar, the on-site laundry and the linen room. The same corridor also opened up to the back dock (which in-turn gave way to the main gate and the staff quarters), and the back door of the hotel's bar which served beverages at a cheaper price (almost half of the price charged in the second restaurant in the hotel) to the economy class in the targeted market segment. However, new problems and challenges emerged, thanks to the introduction of the new layout.

Many employees would evidently get confused in using the new and renovated facilities which would result in delays in completion of tasks and eventually leading to guests' dissatisfaction. Supervisors also realized that the renovation weakened control processes in the bars, kitchen and the food store, with most employees taking advantage of the newly introduced escape route through the back dock after pilfering from the food areas. Barmen from both bars were also able to liaise through the bar's back door and would easily smuggle beverages from this bar to the second bar, selling them at a much higher price and pocketing the difference. In addition, this led to increase in the number of accidents.

On one morning during the high season, the hotel was preparing to receive two conference groups which had been booked in a day before. The corridor was extremely busy and seemed too narrow for even two people to pass simultaneously. The store clerks were busy carrying food supplies from the back dock to the stores, the linen maids were transferring linen from the laundry to the linen room, the house porter was removing overloaded dustbins from the kitchen while bar maids were shifting beverages from the cellar to the bars. Coincidentally, they all crashed near the kitchen entrance leading to physical injuries resulting from broken bottles and falls with the worst being a broken tooth. This, on reaching the attention of the national union for workers and the local authorities, led to increase in demand for conducive work environment in the hotel. Having been compelled to pay for damages resulting from the accident and to restructure the hotel once again to avoid the risk of having it closed down or lose its license, Mr. Morris had to reallocate more resources on the project and to seek professional advice.

*(Source: Lecturer)*

## QUESTION ONE

- a) In reference to the above case, answer questions (i) and (ii) below.
- (i) Do you think Mr. Morris failed to observe facilities planning and design rules? Explain your answer by citing relevant examples **[10 Marks]**
  - (ii) Evaluate five responsibilities of a facilities project representative that Mr. Morris was expected to undertake in his father's project **[10 Marks]**
- b) By citing relevant examples in a hotel set-up, explain the following terms:
- (i) Facilities **[1 Mark]**
  - (ii) Facilities planning **[3 Marks]**
  - (iii) Facilities design **[3 Marks]**
  - (iv) Facilities layout **[3 Marks]**
- c) Discuss the role of facilities planning **[10 Marks]**

## SECTION B: ANSWER ANY THREE QUESTIONS

### QUESTION TWO

- a) The hospitality industry is sensitive to facilities planning and design trends. Discuss **[10 Marks]**
- b) By citing relevant examples, analyze five external factors that could affect facility layout and design processes **[10 Marks]**

### QUESTION THREE

- a) Outline three advantages associated with the following wall coverings:
- (i) Paints **[3 Marks]**
  - (ii) Wall paper **[3 Marks]**
- b) By citing relevant examples, differentiate Hard and Semi-hard floor finishes **[4 Marks]**
- c) Highlight five floorings used as wall coverings **[5 Marks]**
- d) Evaluate five importance of ceilings in interior design **[5 Marks]**

### QUESTION FOUR

- a) Discuss five uses of lighting in interior decoration **[10 Marks]**
- b) Analyze five innovative ideas that could be used by an interior designer to attract families to a restaurant. **[10 Marks]**

### QUESTION FIVE

- a) Evaluate the importance of analysing the following factors in a feasibility study:

- (i) Traffic counts** **[2 Marks]**
- (ii) Demographic data** **[2 Marks]**
- b) Explain how the following players would influence facility planning and design:**

  - (i) The local community** **[2 Marks]**
  - (ii) The local authorities** **[2 Marks]**
  - (iii) Media** **[2 Marks]**
  - (iv) Competitors** **[2 Marks]**
- c) Discuss four factors that deter hospitality organizations from employing fulltime Landscapists.** **[8 Marks]**