



GRE TSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS
SEPTEMBER - DECEMBER 2021 SEMESTER

BACHELOR OF SCIENCE IN HOSPITALITY
MANAGEMENT

COURSE CODE: BSHM 304

COURSE TITLE: FACILITIES & LAYOUT DESIGN

DATE: 17 SEPTEMBER 2021

TIME: 8.00 AM – 11.00 AM

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 IS COMPULSORY

The renovation process at Makutano restaurant saw some wall 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 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, the 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 guest's dissatisfaction. Supervisors also realized that renovation weakened control process 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 bars' 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 mooning during the high season, the hotel was preparing to receive two conferences 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 store, the linen maids were transferring linen from 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 crushed near the kitchen entrance leading to the physical injuries resulting from broken bottles and falls with the worst case recorded as two teeth broken. 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 the 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, Johann, the facilities manager had to allocate more resources on the project and to seek professional advice.

(Source: Lecturer 2021)

Question One

- a) In reference to the above case answer questions (i and ii) below
- (i) By citing relevant examples from the case above, the person involved in designing this facility failed in his responsibilities. Discuss **[10 Marks]**
 - (ii) Explain FIVE attributes that the facilities managers in this hotel failed to portray **[10 Marks]**
- b) Analyze TWO uses of the following design factors in facility planning and design:
- (i) Colour **[1 Mark]**
 - (ii) Lighting **[1 Mark]**
 - (iii) Pattern **[1 Mark]**
 - (iv) Texture **[1 Mark]**

- c) Explain how the following factors would influence the facility planning and design process:
 - (i) Political factors [2 Marks]
 - (ii) Social factors [2 Marks]
 - (iii) Environmental factors [2 Marks]
 - (iv) Legal factors [2 Marks]
- d) Analyze FOUR aspects of a feasibility study that a facility project team needs to analyze during the facilities planning and design [8 Marks]

SECTION B: ANSWER ANY OTHER THREE QUESTIONS

Question Two

- a) Evaluate the importance of the following in facility planning and design
 - (i) Concept development [2 Marks]
 - (ii) Schematic design [2 Marks]
 - (iii) Human engineering [2 Marks]
 - (iv) Project budget [2 Marks]
 - (v) Bidding [2 Marks]
- b) Highlight FIVE reasons as to why the design principles should be applied during the design process [10 Marks]

Question Three

- a) Discuss FIVE factors of design that impact on efficiency and safety in the workplace [10 Marks]
- b) Explain FIVE precautions that a designer should observe during the design process [10 Marks]

Question Four

- a) Explain FIVE basic principles of design for all food facilities. [10 Marks]
- b) Discuss the factors a manager opt to consider when introducing lighting system to a restaurant [10 Marks]

Question Five

- a) Explain the factors determining layout and design [10 Marks]
- b) Highlight FIVE roles of guests in maintaining a desirable effect of design in the housekeeping department. [10 Marks]