GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS

MAY – AUGUST 2026 SEMESTER

BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT

COURSE CODE: BSHM 304

COURSE TITLE: FACILITIES, DESIGN AND LAYOUT

DATE: 04 AUGUST 2026 **TIME: 2 HOURS**

INSTRUCTIONS TO CANDIDATES

1. SECTION A IS **COMPULSORY.**
2. SECTION B: ANSWER ANY OTHER **TWO** 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

Question One

Case Study:

Greenview City Hotel is a newly constructed 5-star urban hotel with 250 guest rooms, multiple restaurants, conference halls, leisure facilities, and back-of-house operational areas including kitchens, laundry, stores, and staff changing rooms.

Although the building is modern and well-funded, the hotel has experienced several operational challenges within its first year of operation. A facilities audit has identified key problems linked to poor design and layout planning, including:

- Long walking distances between kitchen, stores, and service areas causing delays in food delivery
- Congestion in corridors and lift areas during peak hours
- Poor separation between guest areas and service (back-of-house) areas
- Inefficient kitchen layout leading to staff movement overlaps and accidents
- Inadequate space allocation in housekeeping stores causing stock handling difficulties
- Poor lighting and ventilation in some function rooms and corridors
- Slippery flooring materials in bathrooms and entrance areas
- Poor placement of furniture affecting guest movement in rooms and public areas
- Inefficient leisure facility layout causing crowding in the gym and pool area
- Weak consideration of human ergonomics in workstations and service counters

The hotel management has hired a facilities design consultant to review the entire building layout and recommend improvements to enhance efficiency, safety, guest comfort, and operational flow.

Source: Author

a) Using the case study, explain **five** consequences of the inefficient kitchen layout in the hotel. **[10 Marks]**

b) With reference to Greenview City Hotel, explain **five** problems caused by poor space allocation in back-of-house and guest areas. **[10 Marks]**

c) Recommend **five** improvements to enhance effective space planning in the hotel.

[10 Marks]

SECTION B: ANSWER ANY TWO QUESTIONS

Question Two

a) Explain **five** objectives of facility layout in hospitality organizations. **[10 Marks]**

b) Describe **five** factors influencing concept development in hospitality facilities.

[10 Marks]

Question three

a) Explain **five** components of construction documents used in food service projects.

[10 Marks]

b) Describe **five** consequences of ignoring design principles in hospitality facilities.

[10 Marks]

Question Four

a) Explain **five** common errors that may be identified during blueprint evaluation.

[10 Marks]

b) Describe **five** factors that influence the choice of lighting in hospitality facilities.

[10 Marks]

Question five

a) Explain **five** factors considered when designing hotel guestrooms. **[10 Marks]**

b) Describe **five** types of ceilings commonly used in hospitality establishments. **[10 Marks]**