



GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS JANUARY- APRIL 2025 SEMESTER

BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT

COURSE CODE: BSHM 304

COURSE TITLE: FACILITIES, DESIGN & LAYOUT

DATE: APRIL 2025

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

Sunset Haven Hotel, a four-star property, recently embarked on a major facilities renovation project to modernize its layout and improve guest experience. The management aimed to expand the dining area, reposition the reception desk for better accessibility, and upgrade the back-of-house facilities. However, due to poor planning and lack of professional input, several issues arose during and after the renovations.

Firstly, the new reception area was relocated too close to the main entrance, leading to congestion and difficulty in managing guest check-ins. The redesigned kitchen layout also lacked proper zoning, which resulted in cross-contamination risks and inefficient workflow among kitchen staff. Additionally, the air conditioning system was poorly placed, causing temperature inconsistencies in different sections of the restaurant, making some areas uncomfortably cold while others remained warm.

Moreover, a new open-plan bar area was introduced to create a relaxed dining atmosphere. However, the bar was positioned near the main guest seating area, leading to excessive noise that disrupted guests who preferred a quiet dining experience. The hotel also failed to consider ergonomic factors in the staff workstations, which led to discomfort and reduced efficiency among employees.

After numerous complaints from both guests and staff, the management hired a facility design consultant to reassess the layout. The consultant recommended better zoning in the kitchen, improved reception flow, strategic air conditioning placement, and soundproofing measures for the bar area. The hotel is now working on implementing these changes while ensuring minimal disruption to daily operations.

SOURCE: LECTURER

- a) Explain **five** facility design mistakes made by Sunset Haven Hotel during its renovation process. **[10 marks]**
- b) Describe **five** key roles of a facility design consultant in ensuring effective planning and execution of hotel renovations. **[10 marks]**
- c) Discuss **five** ways in which Sunset Haven Hotel can improve guest experience through better facility layout and design. **[10 marks]**

SECTION B: ANSWER ANY TWO QUESTIONS

Question Two

- a) Discuss **five** principles that should be considered when planning a hotel's facility layout. **[10 marks]**
- b) Explain **five** external factors that influence the success of facility design in the hospitality industry. **[10 marks]**

Question Three

- a) Explain **five** advantages of using smart technology in hotel facility management. **[10 marks]**
- b) Describe **five** essential safety considerations in hospitality facility design. **[10 marks]**

Question Four

- a) Explain **five** ways in which lighting enhances both aesthetics and functionality in hospitality facilities. **[10 marks]**
- b) Discuss **five** strategies that interior designers can use to create a family-friendly restaurant environment. **[10 marks]**

Question Five

- a) Assess the importance of the following feasibility study factors in hospitality facility design: **[10 marks]**
- i. Market demand
 - ii. Competitor analysis
 - iii. Environmental impact
 - iv. Accessibility
 - v. Operational costs
- b) Discuss **five** factors to consider when selecting furniture for a hotel lobby to balance comfort, durability, and visual appeal. **[10 marks]**