



# The Co-operative University of Kenya

SUPPLEMENTARY / SPECIAL EXAMINATION AUGUST-2019

EXAMINATION FOR THE DIPLOMA IN CATERING & HOTEL MANAGEMENT

UNIT CODE: DCHM 1207

UNIT TITLE: FACILITIES MANAGEMENT

DATE: 30<sup>TH</sup> AUGUST, 2019

TIME: 9:00 AM

– 11:00 AM

## INSTRUCTIONS:

Answer question **ONE** (**compulsory**) and any other **TWO** questions

## QUESTION ONE

- a) Define the following terms as used in facility management:
- i. A facility [2 marks]
  - ii. Facility management [2 marks]
- b) State five ways of minimizing electrical related hazards in the kitchen [5 marks]
- c) Outline five uses of fabric wall coverings in a catering facility [5 marks]
- d) State **four** factors to consider when deciding on the ventilation and lighting of a catering establishment [4 marks]
- e) Identify **four** precautionary measures that should be considered by a caterer with regard to waste disposal [4 marks]
- f) Explain the meaning of the following terms as applied in catering facilities;
- i. Preventive maintenance [2 marks]
  - ii. Corrective maintenance [2 marks]
- g) Outline four factors to consider when selecting a hot water supply system [4 marks]

## QUESTION TWO

- a) Explain why it is important for the staff of a facility to be trained on first aid procedures [10 marks]
- b) Explain **five** points to consider when deciding on the location of a catering facility [10 marks]

## QUESTION THREE

- a) Explain **five** building fabric materials that are commonly used in the construction of catering facilities [10marks]
- b) Discuss how a good environmental hygiene and safety measures assists in the running of catering facilities [10 marks]

#### **QUESTION FOUR**

- a) Explain any **five** Building regulations that should be adhered to when constructing catering facilities [10 marks]
- b) Discuss five ways of preventing fire outbreaks in a catering facility [10 marks]

#### **QUESTION FIVE**

- a) Explain the importance of investing in a good drainage system for a catering facility [10 marks]
- b) Discuss the role of building design in enhancing customer appeal for the facility [5marks]
- c) Outline five key aspects of facility management [5marks]