



The Co-operative University of Kenya

END OF SEMESTER EXAMINATIONS AUGUST-2018

**EXAMINATION FOR THE DIPLOMA INCATERING AND HOTEL
MANAGEMENT (YR II SEM II)**

UNIT CODE: DCHM 1207

UNIT TITLE: FACILITIES MANAGEMENT

DATE: 22ND AUGUST, 2018

TIME: 9:00 AM – 11:00 AM

INSTRUCTIONS:

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

QUESTION ONE

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

QUESTION TWO

- Explain why it is important for the staff of a facility to be trained on first aid procedures (10 Marks)
- Explain FIVE points to consider when deciding on the location of a catering facility (10 Marks)

QUESTION THREE

- Explain FIVE building fabric materials that are commonly used in the construction of catering facilities (10 Marks)
- Discuss how a good environmental hygiene and safety measures assists in the running of catering facilities (10 Marks)

QUESTION FOUR

- Explain any FIVE Building regulations that should be adhered to when constructing catering facilities (10 Marks)
- Discuss five ways of preventing fire outbreaks in a catering facility (10 Marks)

QUESTION FIVE

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