



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2023/2024 ACADEMIC YEAR**

THIRD YEAR SECOND SEMESTER

**SCHOOL OF TOURISM AND HOSPITALITY
BACHELOR OF HOTELS AND HOSPITALITY
MANAGEMENT**

COURSE CODE: HHM 3235-1

COURSE TITLE: FACILITY AND PROPERTY MANAGEMENT

DATE: 31/5/24 TIME:1430-1630HRS

INSTRUCTIONS TO CANDIDATES

Answer **ALL** questions in section **A** and any other **TWO** in section **B**.

This paper consists of 3 printed pages. Please turn over

SECTION A: COMPULSORY

QUESTION ONE:

(20MARKS)

- a. Highlight the role of a facilities manager and how they contribute to the overall success of a facility **(2 Marks)**
- b. Explain the **FIVE** functions of management **(5 Marks)**
- c. Describe the key phases of design and planning in facilities management **(3 Marks)**
- a. Explain the difference between preventive and routine maintenance **(4 Marks)**
- b. Explain the facilities lifecycle **(3 Marks)**
- c. Explain the key skills and qualities required for effective facilities management **(3 Marks)**

SECTION B: (ANSWER ANY TWO QUESTIONS)

QUESTION TWO:

- a. Explain the significance of environmental sustainability in facilities management **(3 Marks)**
- b. Discuss the importance of the following in management of facilities and properties:
 - i. Environmental impact assessments **(3 Marks)**
 - ii. waste management practices **(3 Marks)**
 - iii. green building strategies **(3 Marks)**
 - iv. compliance with environmental regulations **(3 Marks)**

QUESTION THREE:

- a. Describe the different facility layout and space utilization strategies that can enhance operational efficiency and maximize the functionality of a facility **(7 Marks)**
- b. Discuss the considerations that facilities managers should take into account when planning and designing the layout of a facility, and how these decisions can impact the overall effectiveness of the facility **(8 Marks)**

QUESTION FOUR:

- a. Discuss the importance of safety and security measures in facilities management **(3 Marks)**
- b. Explain the key components of occupational health and safety regulations, emergency preparedness plans, security protocols, access control systems, and risk management strategies that facilities

managers should implement to ensure the safety of occupants and protect the facility from potential threats **(12 Marks)**

QUESTION FIVE

- a. Explain the role of technology and innovation in facilities management **(5 Marks)**
- b. Discuss the impact of facility management software, IoT technologies, asset management systems, and other technological advancements on the efficiency and effectiveness of facility operations **(10 Marks)**

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