

**Degree of Bachelor of Business Management (BBM) in Hospitality, Tourism and Events
Management**

THIRD YEAR FIRST SEMESTER EXAMINATION – JUNE/JULY 2017

HTE 351-2 Facility and Design Development in Tourism

Instructions to candidates:

No. of pages : Two (02)
No. of questions : Five (05) - Essays
Time : Two (02) Hours
Marks allocated : 100 Marks
Answer any **four (04)** Questions.

Index No:

01. Facilities are not only limited to what physically available, but it also involves aspects of services.

- i) Define the term "Facility Management" (05 Marks)
- ii) Critically discuss the importance of facility management for tourism industry. (10 Marks)
- iii) Explain four (04) considerations of tourism facility design. (10 Marks)

(Total Marks 25)

02. One billion of people around the world who may be unable to experience nature at its fullest and enjoy the thrill of embarking on a journey to explore new sights. Therefore, it is a contemporary requirement to encourage policy makers, destination planners and companies working with people with special needs.

Explain the facilities that need to be provided in a hotel for following types of guests.

- i) Guests with mobility difficulties (05 Marks)
- ii) Guests with visual impairments (05 Marks)
- iii) Guests with hearing impairments (05 Marks)
- iv) Guests with mental impairments (05 Marks)



v) Guests with speech impairments

(05 Marks)

(Total Marks 25)

03. New Hotel Classification System of Sri Lanka is redesigned to overcome the shortcomings of former hotel classification. In current scenario, a weightage has given to environment and energy conservation initiatives and staff facilities designing.

i) Explain the factors that should be taken into account when designing facilities for the hotel staff. (10 Marks)

ii) Critically discuss the environment and energy conservation initiatives that can be implemented by the hotels. (15 Marks)

(Total Marks 25)

04. The duty of tourist complex center is to welcome tourists to the area and enhance their satisfaction by providing excellent service. Currently, there is an ongoing project to establish a tourist complex center in Mahiyanganaya in Uva Province.

According to your viewpoint, provide suggestions to improve this complex center up to the expected standard. (25 Marks)

(Total Marks 25)

05. Write short notes on followings.

i) Effective techniques of communicating tourist information

ii) Facilities which should be provided for spice tourism

iii) Common mistakes done in hotel exterior design

iv) Safety and security planning process of a hotel

v) Tourism facility development guidelines of Sri Lanka Tourism Development Authority (SLTDA) (05 Marks x 05 = 25 Marks)

(Total Marks 25)