

Uva Wellassa University

Faculty of Management

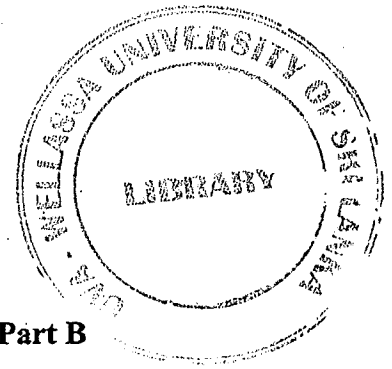
Degree of Bachelor of Business Management (BBM) in Hospitality, Tourism and Events

Management

SECOND YEAR SECOND SEMESTER EXAMINATION – DECEMBER/JANUARY 2017

HTE 202-2 Facility Management in Tourism





Part - B Essay Questions

Answer only three (03) questions including question number one (01) in Part B

Marks Allocated: 70 Marks

01. Tourist complex centers exist to welcome tourists to the area with the intention of enhancing the visitor's experience by providing all the guest services and facilities under one roof to make guest feeling satisfaction and convenience. Though, Uva region is well known tourist destination, it is still unable to tap the necessity of establishing a tourist complex center in a right location in order to fulfill the guest service and facilities.

You are required to;

Prepare a report for the new construction of tourist complex center in Uva region based on tourism facility designing and development theme. Your report should emphasize on your suggested location with selection criteria.

(Total Marks 30)

02. "Around 10 percent of the world's population, or roughly 650 million people live with a disability." It thus, becomes imperative for the hospitality industry to cater the needs of this special class of guests by providing facilities that do not discriminate against them and are easily accessible to them.

i. Mention the possible types of physically challenged guests that a hotel might receive.

(05Marks)

ii. Prepare a checklist of facilities that need to be provided in a hotel in order to fulfill the needs of physically challenged guests with specifications.

(15 Marks)

(Total Marks 20)

03. An essential aspect of tourism planning is ensuring that tourist facilities are appropriately sited and designed. Hence, it is important to establish and apply suitable development standards and design guidelines in order to guide tourism facility development.

i. Explain the guidelines provided by SLTDA for tourism facility development in Sri Lanka. (10 Marks)

ii. In current scenario, an important trend is to design and develop tourism facilities based on sustainable development principles. Explain facility design practices in sustainable tourism with examples.

(10 Marks)

(Total Marks 20)

04. Write short notes on followings.

- i. Sri Lankan Hotel Classification System
- ii. Facilities in spa centers
- iii. Fire safety components
- iv. Common mistakes done in hotel interior design

(05 Marks x 4 = 20 Marks)

(Total Marks 20)