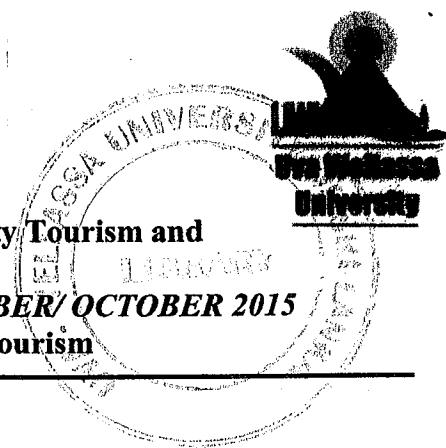


Uva Wellassa University
Faculty of Management
Degree of Bachelor of Business Management in Hospitality Tourism and
Events Management
THIRD YEAR FIRST SEMESTER EXAMINATION – SEPTEMBER/OCTOBER 2015
HTE 351-2 Facility Design and Development in Tourism



Instructions to candidates:

No. of pages : Two (02)
No. of questions : Six (06) Essay
Time allocation : Two (02) Hours
Marks allocated : 100 Marks

Index Number:

Answer **four (04)** questions, including question number **one (01)**.

01. At present differently abled guest market holds a sizable share in tourism industry and it is set to increase in the coming years due to various socio-cultural and economic factors. Hence, as far as the hotel interior (general) is concerned, it is important that it should be barrier-free and adapted to fulfill the needs of differently abled guests without any discrimination.

Explain the key guidelines on planning and designing hotel interior for differently abled guests. (25Marks)

02. "Business travellers are looking for a home away from home and an office away from the office". It is obvious that there are differences between business and leisure travellers in terms of their usage of the business amenities. Particularly, business guests' expect a fast and furious service in every department of the hotel.

Do you agree with this statement? Comment. (25Marks)

03. In tourism, facility planning determines how an activity's tangible fixed assets could be best support to achieve the guest expectations.

- i) Describe the hierarchy of facility planning. (10Marks)
- ii) Staff facility planning is another key area of tourism planning. Briefly explain the key areas that should be considered when planning facilities for employees. (15Marks)

04. Facility designing and development should outline how it conserves resources and protect the destination.

- i) What is sustainable planning? Explain briefly. (05Marks)
- ii) Eco hotels follow a green philosophy with ecofriendly principles combining natural resources. Further, eco hotel policies practice the concept of "RE" to minimize the negative impacts to the environment. Discuss. (20Marks)

05. Hotels are classified into different grades according to their standards. This grading system can be used as an accommodation guide as it denotes the level of quality and service of a particular hotel.

- i) Describe the basic factors that are considered in hotel classification. (10Marks)
- ii) Hotel facility planning must ensure the guest's safety and security requirements as it is one of the main concerns in any accommodation centre.

Explain different methods of ensuring the guest room safety. (15Marks)

06. Typically, design problems do not have well-defined, unique, ideal solutions. Thus, we have to find a satisfactory solution with the available resources.

- i) Briefly explain the general procedure for solving design problems. (10Marks)
- ii) Explain the key objectives of facility lay outing. (15Marks)

