



**UNIVERSITI KUALA LUMPUR
BUSINESS SCHOOL**

**FINAL EXAMINATION
OCTOBER 2024 SEMESTER**

COURSE CODE	: EFB10903
COURSE NAME	: TOURISM INFRASTRUCTURE AND FACILITIES
PROGRAMME NAME	: BACHELOR IN TOURISM PLANNING AND DEVELOPMENT (HONS)
DATE	: 12 FEBRUARY 2025
TIME	: 2.00 PM – 5.00 PM
DURATION	: 3 HOURS

INSTRUCTIONS TO CANDIDATES

1. Please **CAREFULLY** read the instructions given in the question paper.
2. This question paper has information printed on both sides of the paper.
3. This question paper consists of **FOUR (4) Questions**.
4. Answer **ALL** questions.
5. Please write your answers on the answer booklet provided.
6. All questions must be answered in **English** (any other language is not allowed).
7. **This question paper must not be removed from the examination hall.**

THERE ARE FIVE (5) PAGES OF QUESTIONS, EXCLUDING THIS PAGE.

SECTION A (Total: 100 marks)

INSTRUCTION: Answer ALL questions.

Please use the answer booklet provided.

Question 1

- (a) List **THREE (3)** facility elements from the perspective of a Tourism Planner and two (2) from the perspective of an operator.
(5 marks)
- (b) Identify the **FOUR (4)** key functions of facilities management in the tourism sector. For each function, explain how it is integrated into tourism operations. Provide real-life examples to illustrate their importance.
(12 marks)
- (c) Explain **FOUR (4)** key objectives of feasibility studies in facilities management within the tourism sector. For each objective, provide an example to illustrate its application.
(8 marks)

Question 2

- (a) Cleaning is a vital aspect of facilities management, contributing to health, safety, and the overall functionality of a facility. Proper planning and execution of cleaning operations ensure efficiency and compliance with required standards. When undertaking cleaning work, several critical factors need to be assessed to achieve the best results. Explain **THREE (3)** important factors that should be considered when carrying out cleaning operations in a facility.
(6 marks)
- (b) List the **THREE (3)** key phases in the development process for tourism infrastructure projects. For each phase, describe two (2) components involved.
(9 marks)

- (c) You are hired as a facilities manager for one of the following sectors – Accommodation, Recreational Facilities, Transport, Catering and Dining, or Heritage and Cultural Sites.

Choose one of the sectors listed above and create a scenario whereby facilities management plays a crucial role in ensuring smooth operations, guest satisfaction, and sustainability. In your scenario:

- i. Identify a potential issue or challenge that may arise
(2 marks)
- ii. Explain the facilities management strategies you would implement to address the issue.
(3 marks)
- iii. Highlight the key components that need attention.
(2 marks)
- iv. Discuss how your solutions enhance tourism experiences and support daily operations.
(3 marks)

Question 3

- (a) Sejahtera Harmoni Sdn Bhd is planning to develop a new shopping mall next year, aiming to position it as a premier tourist attraction and community hub. Recognizing the growing importance of sustainable practices, the company is committed to integrating environmental and sustainability elements into the design and operation of the mall. The project's goal is to create an eco-friendly destination that attracts visitors, reduces operational costs, and enhances the overall shopping experience.

As part of the planning phase, Sejahtera Harmoni Sdn Bhd is exploring various design strategies that focus on reducing environmental impact, conserving resources, and promoting sustainable tourism.

- i. Identify **FOUR (4)** sustainability elements that should be incorporated during the design phase of the new shopping mall.
(4 marks)
 - ii. Explain how integrating these elements enhances operational efficiency and improves visitor experience at the mall.
(8 marks)
- (b) Facilities management plays a crucial role in ensuring that hotels meet specific operational requirements, including those of Muslim-friendly hotels. List five (5) operational requirements that are essential for a Muslim-friendly hotel to comply with Shariah guidelines.
(5 marks)
- (c) Outsourcing is commonly used as a strategy in system facilities management. In tourism infrastructure, this approach is applied to manage various aspects of facility operations and maintenance.
- i. Define outsourcing and discuss its relevance to facilities management within tourism infrastructure.
(2 marks)

- ii. Identify and explain two common types of outsourcing in tourism facilities, highlighting how each supports smooth and effective operations.

(6 marks)

Question 4

- (a) In the context of tourism infrastructure, maintaining efficient facilities management is crucial for ensuring operational effectiveness, cost control, and user satisfaction. One of the primary methods to evaluate and monitor performance is through the establishment of Key Performance Indicators (KPIs). These indicators help assess whether specific objectives are being met and provide a structured approach to track progress and outcomes.

Elaborate three (3) key frameworks that guide the development and implementation of KPIs.

(9 marks)

- (b) The tourism industry is rapidly evolving, and facilities management (FM) must adapt to emerging trends to ensure efficiency, sustainability, and enhanced guest experiences.

Describe three (3) emerging future trends in facilities management for the tourism sector. Provide examples of how each trend can be applied to improve tourism infrastructure and operations.

(6 marks)

- (c) You have been appointed as the Facilities Manager for a newly developed luxury resort located in a remote island destination. The resort aims to position itself as a leader in sustainable and technologically advanced tourism infrastructure. However, the remote location presents challenges in resource management, operational efficiency, and risk mitigation.

Describe how emerging trends in facilities management can contribute to the long-term success of a newly developed luxury resort in a remote island destination. Provide specific examples of technologies, systems, or strategies that can enhance sustainability and operational efficiency.

Your response should include a comprehensive facilities management plan that focuses on the following areas:

- i. Sustainability and Renewable Energy Integration
- ii. Operational Efficiency through Smart Technologies

(10 marks)

END OF EXAMINATION PAPER