



NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY
FACULTY OF THE BUILT ENVIRONMENT
DEPARTMENT OF PROPERTY STUDIES AND URBAN DESIGN
PROPERTY AND FACILITIES MANAGEMENT

BLP4106

Examination Paper

December 2024

This examination paper consists of 3 pages

Time Allowed: 3 hours

Total Marks: 100

Examiner's Name: Dr. B. Dube / J. Mlotshwa

INSTRUCTIONS

1. Answer any four (4) questions
2. Each question carries 25 marks
3. Where required give examples

MARK ALLOCATION

QUESTION	MARKS
1.	25
2.	25
3.	25
4.	25
5.	25
6.	25
TOTAL FOR ANY FOUR (4) QUESTIONS	100

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Question 1

Write short notes on the following terms as applicable to facilities management discipline:

- a. Hard services [12]
- b. Soft services [13]

[25]

Question 2

Discuss the effectiveness of tools and methods that can foster mutual respect and collaboration between facilities management and clients. [25]

Question 3

Evaluate the importance of the facility manager as a key member of the organizational executive management team. [25]

Question 4

Using relevant examples from the hospitality industry, discuss the operational and strategic benefits that can be achieved through effective facilities management.

[25]

Question 5

Trace the evolution of facilities management as a discipline, highlighting its influences from traditional property management. [25]

Question 6

Analyze the responsibilities expected from a facilities manager to ensure a functional environment that supports profitable operations. [25]

END OF EXAMINATION