



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2019/2020

FIRST SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF SCIENCE IN REAL ESTATE MANAGEMENT

BRE 405: FACILITIES MANAGEMENT

DATE: Monday, 9th December 2019

TIME: 11.00 a.m. - 1.00 p.m.

INSTRUCTIONS:

ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

QUESTION ONE (COMPULSORY)

- (a) Define facilities management. (2 marks)

BestAir Kenya is a newly established Airline whose business is cargo and human air transport at both local and international levels. The management of BestAir Kenya is reluctant to hire a facilities manager arguing that it is an unnecessary cost since they already have an operational Human Resource and procurement department. As a Facilities Manager Consultant,

- (b) Advise BestAir Kenya on why they should hire an in-house facilities manager. (8 marks).
- (c) Discuss 7 challenges that a BestAir-Facilities Manager is likely to face. (8 marks)
- (d) Discuss 7 ways in which a facilities manager can enhance his effectiveness and efficiency. (6 marks)
- (e) By use of a diagram, differentiate between the corporate citizenship, corporate social responsibility and corporate responsibility for a Facilities Management Organization. (6 marks)

QUESTION TWO

- (a) By use of a diagram, discuss strategic facility plan. (10 marks)
- (b) Discuss 5 tools that a facilities manager can use to analyze an organization while developing a strategic facility plan. (10 marks)

QUESTION THREE

- (a) Discuss the process you would use in the selection, management and service termination of service providers for a hospital. (10 marks)
- (b) Assets are vital items in any organizations. How would a Facilities Manager maintain and manage assets to improve the productivity and profitability of an organization. (10 marks)

QUESTION FOUR

- (a) Discuss the principles of Safe Systems of Work (SSoW). (10 marks)
- (b) Discuss the steps involved in Risk assessment at places of work. (10 marks)

QUESTION FIVE

- (i) Recently, the Department of Real Estate in Kenyatta University moved from Ruiru Campus to the main campus. Discuss how you would have carried out your change management role as a facilities manager in reference to the relocation. (10 marks)
- (ii) Discuss space management in facilities management. (10 marks)