

**THE OPEN UNIVERSITY OF SRI LANKA
DEPARTMENT OF SOCIAL STUDIES
ADVANCED CERTIFICATE IN TOURISM OPERATIONS
FINAL EXAMINATION 2009/2010
SSC 2333 – HOSPITALITY MANAGEMENT**



DURATION –THREE (03) HOURS

Date: 28th March 2010

Time: 9.30 a.m. – 12.30 p.m.

Answer Five (5) questions only. Select at least one question from each part. Each question carries 20 marks.

PART 1 - FRONT OFFICE OPERATIONS

1. (a) List the different meal plans used in a hotel.
(b) List the items served in a Continental Breakfast and in an English Breakfast.
2. What are Reservation Charts used in a hotel?
Compare Conventional Charts with Density Charts with reference to advantages and disadvantages in the two charts.

PART 2 - HOTEL HOUSE-KEEPING

3. Describe the layout of a hotel house-keeping department and explain each area giving examples
4. Explain the following? (4 Marks each)
 - a) Vacant room and services provided
 - b) Turndown service and the services provided
 - c) Meaning of 'Lost and found' and the procedure followed by a House-Keeping Department
 - d) Waste disposal and the procedure
 - e) Common pests in housekeeping and the way to control them

PART 3 - FOOD & BEVERAGE OPERATIONS

5. Draw a sample organizational chart of a modern day restaurant and describe in short the duties of the individual staff positions.
6. In many large hotels today there are several food and beverage outlets featured for the convenience of the guests. List out five (5) such outlets (Restaurants) and describe them in detail.

PART 4 - COOKERY

7. Explain what is cooking and define the following cooking methods. (4 marks each)
 - (a) Boiling
 - (b) Poaching
 - (c) Steaming
 - (d) Deep frying
 - (e) Stewing
8. Explain the following? (4 marks each)
 - a) Definition of stock
 - b) Thickening agents used to thicken sauces
 - c) Blond roux and its uses
 - d) What is Demi-glace
 - e) Name four types of salads and the role of salad dressing

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