

THE OPEN UNIVERSITY OF SRI LANKA
 DEPARTMENT OF SOCIAL STUDIES
 ADVANCED CERTIFICATE IN TOURISM OPERATIONS
 FINAL EXAMINATION 2010/2011
 SSC 2333 – HOSPITALITY MANAGEMENT



DURATION –THREE (03) HOURS

Date: 30th April 2011

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) What is a Guest Cycle? (10 marks)
 (b) **Explain** why it is important to a Front Desk Receptionist. (10 marks)
2. **Explain in detail** the proper procedure of a guest registration to avoid any errors.

PART 2 - HOTEL HOUSE-KEEPING

3. (a) **Describe** the layout of a hotel house-keeping department and explain each area giving examples. (10 marks)
 (b) **Explain** what a public area is and the cleaning procedure? (10 marks)
4. (a) **Explain** the procedure of making a bed in a star class hotel hotel.(10 marks)
 (b) **Explain** the procedure of cleaning a toilet in a star class hotel. (10 marks)

PART 3 - FOOD & BEVERAGE OPERATIONS

5. (a) **Draw** a sample organizational chart of a Classic Brigade. This should include the classical names. (10 marks)
 (b) **Describe briefly** the duties of the individual staff positions. (10 marks)

6. What are the types of food services used in a luxury class hotel and the procedure for each service?

PART 4 - COOKERY

7. (a) *Explain* why do we cook? (2 marks)
- (b) *Define* the following cooking methods. (3 marks each)
- (a) Boiling
 - (b) Blanching
 - (c) Steaming
 - (d) Stir fry
 - (e) Baking
 - (f) Stewing
8. *Explain* the following? (4 marks each)
- a) What is a Stock?
 - b) Thickening agents used to thicken sauces.
 - c) What is Blond roux and its uses.
 - d) What is Béchamel.
 - e) What are the types of soups.

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