

THE OPEN UNIVERSITY OF SRI LANKA
 DEPARTMENT OF SOCIAL STUDIES
 ADVANCED CERTIFICATE IN TOURISM OPERATIONS
 FINAL EXAMINATION 2011/2012
 SSC 2333 – HOSPITALITY MANAGEMENT



DURATION –THREE (03) HOURS

Date: 27th May 2012

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) **Explain** the role of a front office department in relation to other departments in a Hotel. (10 marks)
- (b) **Name** 10 main duties of a Receptionist. (10 marks)

2. There are various processes that the front office staff has to follow from the time a guest arrives until he or she leaves the Hotel. **Explain briefly** all these processes using not more than 350 words.

PART 2 - HOTEL HOUSE-KEEPING

3. (a) **Describe briefly** the role of an Executive Housekeeper. (10 marks)
- (b) **Explain** what is Room status in a Housekeeping department. (10 marks)

4. 1. **Describe briefly** the following (10 marks)
 - Vacant room
 - Arrival room
 - Occupied room
 - Departure room

2. **Describe briefly** the duties of a linen room in a star class Hotel. (10 marks)

PART 3 - FOOD & BEVERAGE OPERATIONS

5. (a) **Explain** the role of a Restaurant in relation to other departments. (10 marks)
(b) What the factors you should consider when planning a restaurant and buying equipment. (10 marks)
6. Using not more than 350 words draw up an organizational structure of a Restaurant in a hotel (classical organizational structure and a modern restaurant brigade) and **explain** type of jobs and general duties and responsibilities of personnel in the Restaurant.

PART 4 - COOKERY

7. 1. **Explain** breakfast and their various types. (10 marks)
2. What are the classifications of types of soups. **Explain** each classification. (10 marks)
8. 1. **Name** three types of stocks and **describe briefly** how to prepare a good stock. (10 marks)
2. **What** is roux and **name** four types of roux and their uses in food preparation. (10 marks)

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