THE OPEN UNIVERSITY OF SRI LANKA
DEPARTMENT OF SOCIAL STUDIES
ADVANCED CERTIFICATE IN TOURISM OPERATIONS
FINAL EXAMINATION 2012/2013
SSC 2333 – HOSPITALITY MANAGEMENT

DURATION –THREE (03) HOURS

Date: 22nd December 2013   **Time: 9.30 a.m. – 12.30 p.m.**

Answer Five (05) questions only. Select at least one (01) question from each part. Each question carries 20 marks.

PART 1 - FRONT OFFICE OPERATIONS

1.   1. What are the Reservation Charts used in a hotel?   *(10 marks)*

        2. Compare Conventional Charts with Density Charts with reference to advantages and disadvantages in the two (02) charts.

                                                      (10 marks)

2.   Please explain the guest cycle which should include the happening during the process. (not more than 200 words).

PART 2 - HOTEL HOUSE-KEEPING

3.   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)*

4.   1. What is the procedure of turn down service in a star class Hotel?

        2. Describe the layout of the Hotel Housekeeping department.

        3. What is a cleaning agent? Explain the types used in star class Hotels.

PART 3 - FOOD & BEVERAGE OPERATIONS

5. Using not more than 500 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.

6. Service procedure in a Star class Hotel Restaurant is a must to avoid any delays and complaints from guests. Show the procedure in a flow chart and explain briefly each action.

PART 4 - COOKERY

7. (Answer all questions. Each answer carries five (05) marks.)
    1. Name five (05) types of methods used in cookery in Hotel kitchens, with brief explanations.

    2. What is roux and name three (03) types of roux and their uses in food preparation?

    3. Name the main classification of soups.

    4. What are the types of salad and what is the meaning of structure of a salad?

8.   1. **Explain** breakfast and their various types.   (*10 marks*)

        2. What are the classifications of types of soups?   **Explain** each classification.
                                                                            (*10 marks*)

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