

UNIVERSITY FO COLOMBO
FACULTY OF ARTS
DEPARTMENT OF ECONOMICS

**DEPLOMA IN TRAVEL AND TOURISM ECONOMICS AND HOTEL
MANAGEMENT**

FINAL EXAMINATION 2016 (9th Batch)

DTTEHM 06: Hotel Management & Human Resource Development

Time Allowed: TWO [2] HOURS

**Section A – Answer only Three (3) Questions; Section B - Answer only Five [5]
questions from 10 short questions**

(Answer Total of Eight Questions Only)

SECTION A: ANSWER ONLY THREE (3) QUESTIONS

1) Write Short notes on following

- a. "Rooms Division Department is the Nerve center of the Hotel "Discuss your Answer with Examples (5 Marks)
- b. "House Keeping Department is the Largest Department in a Hotel" Elaborate your answer with examples (5 Marks)
- c. "Food and Beverage always based in a culture" support your answer with examples (5 Marks)
- d. "Guest is always Correct "explain the statement with suitable examples (5Marks)

2) "Hotels are changing their concepts according to the Life style of People "critically discuss this statement (20 Marks)

- 3) ABC Hotel Cuts Costs While Increasing Bookings: General Manager Mr. Fert was looking for a Property Management System (PMS) and channel management solution for his hotel. His previous system was proving to be too costly, and did not provide all the features he needed for effective management. After implementing a combined PMS/GDS solution, he was very pleased to see his bookings increase along with decreased operational costs.

About ABC Hotel:

The ABC Hotel is a historic boutique hotel located in the heart of downtown Colombo. It is a 26-room property that caters to both business and leisure travelers, and the staff takes pride in their 113 years of history in the region.

Scenario and Challenges:

Mr. Fert, General Manager of the ABC Hotel, was previously using a different property management system (PMS) that was separate from his global distribution system (GDS). Over time, he found this combination to be antiquated and not functioning as it needed to in order to best suit his property. He also found the fees for these systems to be very high, and was looking to cut down on his operational costs.

You are now being appointed as the consultant to this project. Please find critical and beneficial solutions for ABC Hotel. (20 Marks)

- 4) Write Short Notes on Following

- a. Four Course Menu
- b. Fine Dining Restaurants
- c. Alfresco Dining
- d. Food and Beverage Supply chain Management (20 Marks in Total)

- 5) "Applying yield management improves the co-ordination between front office and sales department" Critically Discuss your Answer. (20 Marks)

Section B: Answer only Five [5] Questions

- 1) a) Name the act upon which the labour laws of Sri Lanka are based upon
b) In order to have good relationships with employees what labour laws pertaining to leave and working hours need to be implemented
- 2) Should management consider training as an investment or as a cost , express your point of view.
- 3) Can good human resources management have an impact on a better standard of living?
- 4) Explain the importance of selecting the right person for the right job
- 5) Name and explain the importance of 3 main areas of job design
- 6) How can Job enrichment be used as a Motivator?
- 7) As a part of a Job Analysis, explain how important of HR planning and the impact of Orientation
- 8) Describe the job specification that is needed for a job your choice with suitable reasoning
- 9) What factors will you consider when planning the Human Resources for a outdoor staff party attended by company directors
- 10) Explain the importance of establishing standards prior to staff training

(40 Marks in Total)