

**UNIVERSITY OF COLOMBO**  
**FACULTY OF ARTS**  
**DEPARTMENT OF ECONOMICS**

**DIPLOMA IN TRAVEL & TOURISM ECONOMICS AND HOTEL  
MANAGEMENT (11<sup>th</sup> Batch)**

**FINAL EXAMINATION - 2018**  
**(Semester-I)**

**DTTEHM 06: Hotel Management and Human Resource  
Development**

**Time Allowed: Two Hours (2) HOURS**

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**Answer Only Five (5) Questions INCLUDING Three (3) Questions from  
Part A and Two (2) Questions from Part B**

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**PART A**

**COMPULSORY: Answer Three Questions**

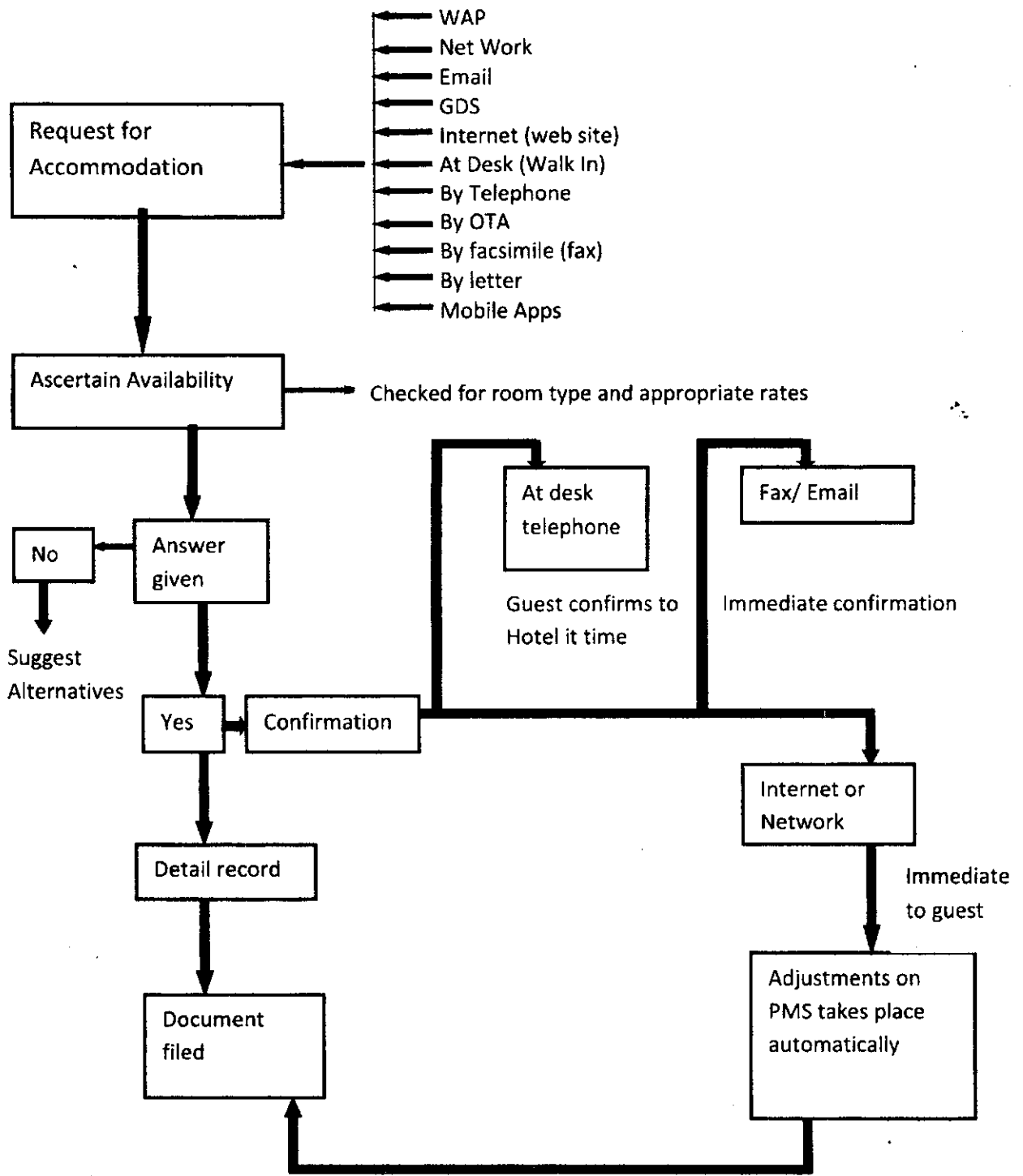
**Question No (1)**

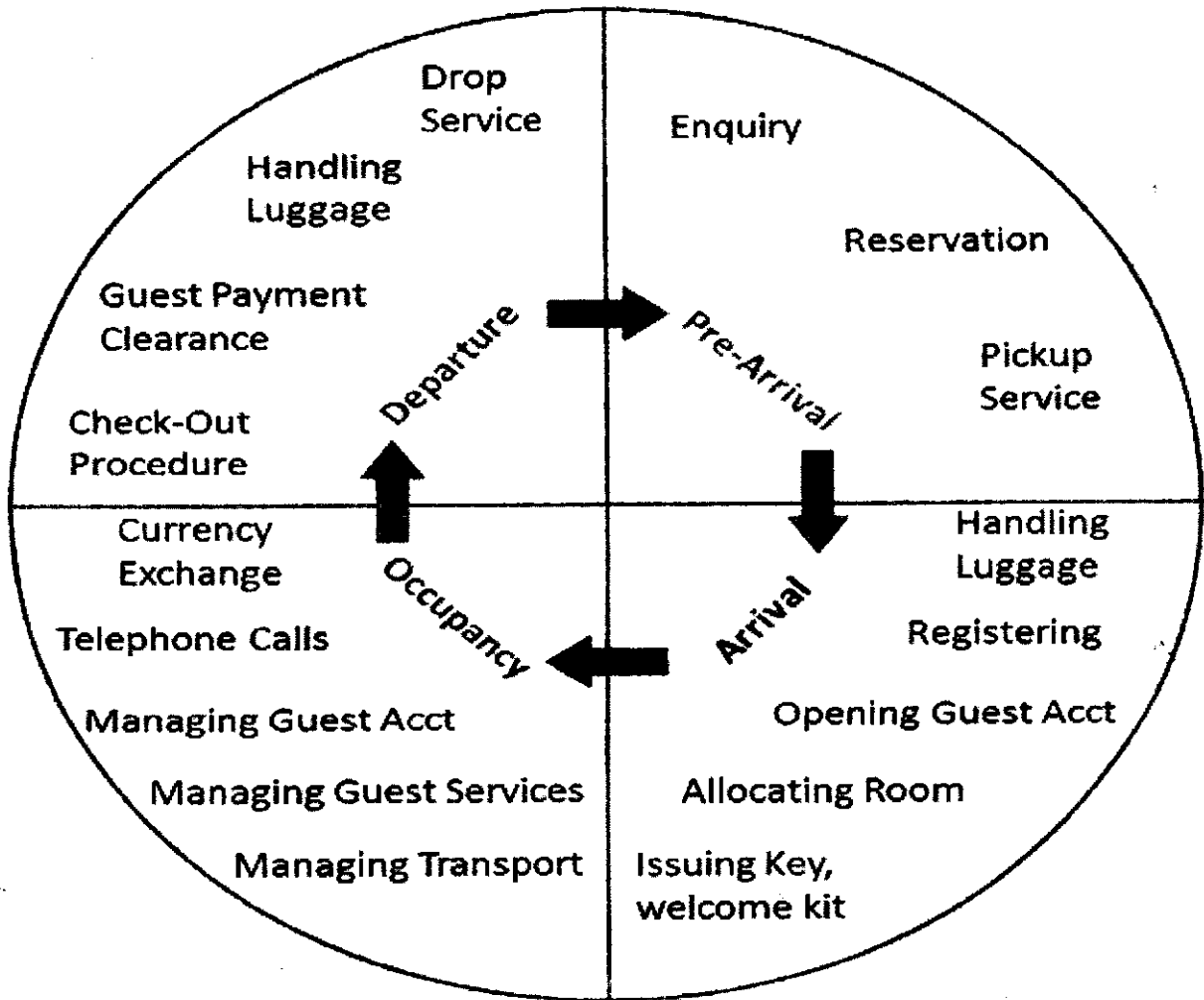
You are appointed as the New Reservation Manager cum Front Office Manager for ABC Hotel the Attached Flow Charts are given to you from the Management. Following Questions are raised in front of you

- a) Please kindly Analyze the Flow Chart **(03 Marks)**
- b) ABC hotels booking composition as flows 50% from OTA and 40% from Brand website how do you increase Brand website sales **(03 Marks)**
- c) Please discuss a suitable organizational chart for the department **(03 Marks)**
- d) Hotel is running with 100% occupancy with 10 million Rupees for the day. The hotel is expecting 50% occupancy with 10 million Rupees for the day. Give your suggestions in these aspects **(03 Marks)**
- e) Room Revenue is the highest revenue in the hotel. Evaluate the flow chart with necessary examples **(03 Marks)**
- f) Elaborate the Relationship with Sales Department and Front Office Department **(03 Marks)**
- g) Explain Group Reservation Process and Procedure? **(02 Marks)**

**(Total -20 Marks)**

# Flow Chart





### QUESTION No (2)

“Night Audit is an important function of a hotel”. On the basis of this statement, explain following”

- a) Explain the Posted Entries to guests and casual Guest Accounts (03 Marks)
  - b) What is Night Audit? (03 Marks)
  - c) Why do you conduct a Night Audit? (03 Marks)
  - d) How does room Move make billing issues at the time of Check out? (05 Marks)
  - e) Why Inter Departmental Communication and Guest Communication is important for Front Office Accounting? (06 Marks)
- (Total 20 Marks)**

### QUESTION No (3)

“Rooms Moves are a part of the Guest Stay” answer following Questions

- a) Write a Report to The management about Luggage Handling Process by using the Guest Cycle(05 Marks)
- b) How do you manage on Arrival/Departure activities with the Brand Management Aspect from porter service (05 Marks)
- c) Front office Communication for effective Guest Service (05 Marks)
- d) Customers are Dissatisfied at the time of check out with Missed handled luggage please Explain(05 Marks)

**(Total 20 Marks)**

### QUESTION No (4)

**Write Short Notes on Following**

- a) Name 5 soft skills that you consider to be important for your personal development in the hospitality industry. (02Marks)
- b) Describe the importance of a menu as a marketing tool. (02Marks)
- c) Explain ‘the description of a food item in a menu is vital for customer satisfaction’. (02Marks)
- d) An appropriate 5 course western non-vegetarian menu. (02 Marks)
- e) Draw with names of items for the cover for same. (05 Marks)
- f) Draw floor plan with table set up and entrance for kitchen and guest. (05 Marks)
- g) Draw and explain the steps for the production of either wine or beer. (02 Marks)

**(Total 20 Marks)**

**PART B**

**COMPULSORY: Answer Three Questions**

**QUESTION No (5)**

- a) Describe the importance of HRM in organizational context. **(10 Marks)**
- b) Explain the Human Resource Management Planning Process with suitable examples **(10 Marks)**

**QUESTION No (6)**

- a) Explain the selection and recruitment process of a hotel. **(10 Marks)**
- b) Discuss internal and external sources of recruiting of a hotel. **(10 Marks)**

**QUESTION No (7)**

- a) What are the main benefits of training programs of a hotel? **(10 Marks)**
- b) Design a compensation package for a F & B manager in a resort hotel. **(10 Marks)**

**QUESTION No (8)**

Write a report to the Management as to why employee turnover is high in the hotel sector with possible challenges, innovations and recommendations **(10 Marks)**