

UNIVERSITY OF COLOMBO, SRI LANKA
FACULTY OF MANAGEMENT AND FINANCE

Bachelor of Business Administration (Level II – Semester VII) Examination August 2017

HLM 2205 Restaurant and Lodging Management

Two (02) Hours

Answer **Five (05)** Questions in all selecting at least **Two (02)** Questions from each Part

Answers to Part I and Part II should be provided in two separate booklets

PART I

1. Restaurant industry is one of the largest sub industries in the tourism industry. Answer following questions based on the evolution of the industry.
 - i. History of the industry. (10 marks)
 - ii. Significant recent development in the industry. (10 marks)

(Total 20 Marks)

2. There are various types of restaurants scattered around the world in order to cater for different types of customers.
 - i. Compare & contrast characteristics of fine dining restaurants & supper clubs. (10 marks)
 - ii. Briefly describe the kinds and characteristics of a restaurant which should be most appropriate to a city where there is a night life. (10 marks)

(Total 20 Marks)

3. Suppose you have 2,500,000 LKR with which to start a restaurant and no possibility of borrowing additional capital. What kind of a restaurant should you consider and how would you go about getting started & decide your venture based on following factors?

Location - Resort area

Market - Resort is popular among local & foreign tourist

Culture - Society is heavily influenced by dinner out culture **(20 Marks)**

4. Equipment and menu must harmonize to create a smooth operation in a newly established fine dining restaurant.

i. What factors to be considered when selecting equipment for a fine dining restaurant? **(10 marks)**

ii. "Equipment and menu must harmonize to create a smooth operation"
Justify this statement by providing supporting facts. **(10 marks)**

(Total 20 marks)

5. Many factors to be considered when developing service blue prints for a fast food outlet located in a busy airport.

i. Why service blue prints are important for a smooth operation?
(10 marks)

ii. If you are an outside consultant, how would you consult to make blue prints for a given type of restaurant in a busy airport? **(10 marks)**

(Total 20 Marks)

PART II

6. Discuss functions of Housekeeping department of a hotel. **(20 marks)**
 7. List different sections of Housekeeping department and explain their activities. **(20 marks)**
 8. "The success of a hotel depends entirely on the co-ordination and co-operation of Front Office and Housekeeping" Explain the statement. **(20 marks)**
 9. List out measures to be taken by hotel for effective 'key control'. Draw relevant formats. **(20 marks)**
 10. Discuss in detail lost and found procedure followed in a hotel. **(20 marks)**
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