



PAST PAPERS

Faculty	Department / Section/Division
Not Applicable	Learning Resource Centre

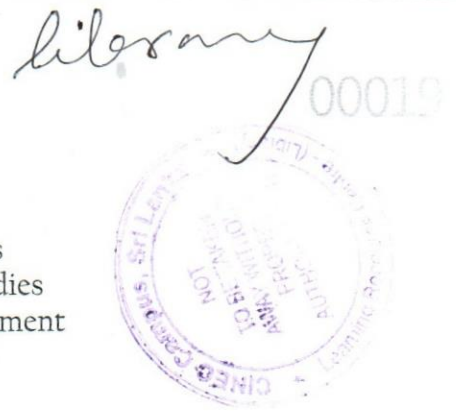
Past Papers

Faculty of Management, Humanities & social Sciences
Department of Management and Business Studies

**BMgt. (Hons) in Tourism and Hospitality
Management
(Year 2 – Semester I)
2019 -2022**

Document Control & Approving Authority	Senior Director – Quality Management & Administration
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1 st Issue Date: 2017.01.30	Revision No.00	Revision Date: 12.01.2022	Validated by: Librarian
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Faculty of Management and Social Sciences
Department of Management and Business Studies
BMgt Hons in Tourism and Hospitality Management
Course CODE: BMgt 556

Year 2 Semester I
SEMESTER END EXAMINATION
Facilities Operations Management – THM 21053

- This paper consists of EIGHT (08) questions on THREE (03) pages.
- Answer FIVE (05) questions including question 01.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2022.09.27

Pass mark: 40%

Time: 03 Hours

Question 01: (Compulsory)

- a) What is Facilities Operation in the tourism industry? (05 Marks)
- b) How do the facility managers contribute to the development of tourism organizations based on business Strategy and Bottom Line? (10 Marks)
- c) Discuss the concepts of employee training, and development while highlighting the importance of training. (05 Marks)

Question 02

Select one department of the followings,

1. Housekeeping department
2. Kitchen department
3. Food and Beverage department

Develop an outline of the selected department structure/hierarchy and discuss operational responsibilities of each profession that you mentioned in the structure/hierarchy - (to facility management in the organization). (20 Marks)

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Question 03

“The users of a building are not just the sports people in a leisure complex or the customers in a restaurant. The building users include staff, spectators, suppliers, contractors, and firefighters”

- a) Briefly discuss user requirements of the buildings. (06 Marks)
- b) Discuss basic elements of a building. (06 Marks)
- c) Explain suitable facilities for building structures for the newly proposed hotel building. Use suitable examples to develop your answer. (08 Marks)

Question 04

- a) Who are tourism Customers? Define it in your words. (04 Marks)
- b) Discuss the basic facility needs of a tourist. Use suitable examples of hotel and travel sectors. (10 Marks)
- c) Identify the importance of customer satisfaction in the tourism industry. (06 Marks)

Question 05

“A Funding Agency is any external organization, public or private, which undertakes a contractual agreement with the University to sponsor research or an entrepreneurial activity”

- a) Make a list of funding partnerships and sources. (05 Marks)
- b) Critically evaluate 02 local authorities and their contribution to facility development in the tourism industry. (10 Marks)
- c) Discuss the importance of PPP (public-private partnerships) for tourism sector development. (05 Marks)

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Question 06

- a) How to make hotel premises "reasonably safe". Highlight different strategies. (05 Marks)
- b) Briefly discuss the risk management process. (10 Marks)
- c) Discuss how to manage risks in tourism. (05 Marks)

Question 07

What are the different types of administrative systems in the hotel sector? Explain identified administrative systems and their importance with suitable examples. (20 Marks)

Question 08

- a) Define Human Resources Planning (HRP) concept and its importance to facility arrangement in the tourism industry. (10 Marks)
- b) Discuss general employee terms and conditions for the hotel sector. (05 Marks)
- c) Make a list of government involvements in the tourism facility development. (05 Marks)

-----END OF THE QUESTION PAPER-----

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Year 2 Semester I
SEMESTER END EXAMINATION
Tourism Economics – THM 21043

- This paper consists of EIGHT (08) questions on THREE (03) pages.
- Answer FIVE (05) Questions including Question No: 01.
- Only non-programmable calculators are allowed.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.

Date: 2022.09.25

Pass Mark: 40%

Time: 03 Hours

Question 01: (Compulsory)

- a) Why do you need a market? Do you trust non-market methods? Discuss with suitable examples. (08 Marks)
- b) Explain four (04) structures that can be identified in the tourism market. (12 Marks)

Question 02

- a) Briefly explain the major characteristics of and recent trends in global tourism. (05 Marks)
- b) What are the major economic challenges of tourism developments in Sri Lanka? (07 Marks)
- c) What do you propose to overcome those challenges? (08 Marks)

Question 03

- a) Evaluate Backward and Forward linkages in the tourism and hospitality industry with suitable examples. (10 Marks)
- b) Discuss the opportunity cost concept with suitable examples related to the tourism industry. (10 Marks)

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Question 04

- a) Critically evaluate determinants of demand and supply. (10 Marks)
- b) Discuss Shift Factors of Supply related to the tourism industry. Use suitable examples and graphs. (10 Marks)

Question 05

- a) Explain different types of pricing strategies that impact market structures. (10 Marks)
- b) What is meant by the Price Ceiling of a market and how does it affect the consumers and market mechanism? Discuss by using suitable graphs. (05 Marks)
- c) What is meant by Price Floor and how does it affect the producers and market mechanism? Discuss by using suitable graphs. (05 Marks)

Question 06

- a) Discuss properly the relationship of Tourism Economics with Other Subjects Disciplines. (10 Marks)
- b) What are the economic benefits that Sri Lanka could gain by promoting Community-Based Tourism in rural areas? (10 Marks)

Question 07

- a) Discuss different types of Indicators in the Tourism industry that are used to measure tourism economic development. (10 Marks)
- b) Critically evaluate Negative Impacts on the Economy of the tourism sector. (10 Marks)

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Question 08

The estimated demand and supply of Minneriya national park were measured by the relevant park authority.

The following demand and supply equations are given.

$$QD = 450 - 5P$$

$$QS = -50 + 5P$$

- a) Calculate the market equilibrium price of Minneriya National park. (03 Marks)
- b) Calculate the market equilibrium quantity of Minneriya National park. (03 Marks)
- c) Calculate consumer surplus. (02 Marks)
- d) Calculate producer surplus. (02 Marks)
- e) Identify the total surplus of Minneriya National park. (02 Marks)

Suppose now that government imposes a per unit tax of **10 RS** on park management.

- f) Calculate the new market equilibrium price. (02 Marks)
- g) Calculate new market equilibrium quantity. (02 Marks)
- h) Calculate consumer and producer surplus. (04 Marks)

-----END OF THE QUESTION PAPER-----



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Year 2 Semester I
 SEMESTER END EXAMINATION
 Social Etiquettes for Tourism – THM 21071

- This paper consists of SEVEN (07) questions on TWO (02) pages.
- Answer FOUR (04) Questions including Question No: 01.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2022.09.23

Pass mark: 40%

Time: 02 Hours

Question 01 (Compulsory)

A single glance at a person's face is enough to form a first impression. Research shows that it takes between just 33-100 milliseconds for someone to form judgments about your character. It is said that the impression you create may affect future job opportunities, collaborations or other important matters.

- How important is it to create a good first impression? (05 Marks)
- Briefly explain the factors affecting good first impression. (10 Marks)
- Discuss the importance of rapport building in professional life. (10 Marks)

Question 02

Table manners are the socially accepted way of eating food, and they are important in making a good impression.

- Identify 5 common table manners that are essential when eating out at a restaurant (05 Marks)
- Explain the napkin etiquette during the stages of before eating, while eating and after eating. (05 Marks)
- Name the 4 steps of wine tasting and briefly explain each step. (05 Marks)
- Explain briefly the American style and the Continental style of using fork and knife. (10 Marks)



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Question 03

Write short notes on the following.

- a. Importance of self-esteem
- b. Five common errors in business dressing
- c. Five common table manners
- d. Five causes of anger
- e. Five ways to handle stress (25 Marks)

Question 04

“Identifying your own personal style and dressing smartly is regarded as one important factor in the modern world.” Do you agree? (25 Marks)

Question 05

Stress is a feeling of being overwhelmed and the inability to cope with mental and emotional pressure. Long-term prevalence of stress can be extremely harmful for your health. So, explain how we can manage stress using the “4As” of stress management using real-life examples. (25 Marks)

Question 06

Anger can sometimes lead people to aggressive or violent behavior while extreme anger can cause death to one’s life. Discuss the different manners of anger management strategies we can implement on ourselves. (25 Marks)

Question 07

There’s an old saying that “You never have a second chance to make a first impression” Elaborate this statement mentioning the importance of rapport building. (25 Marks)

-----END OF THE QUESTION PAPER-----

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Year 2 Semester I
SEMESTER END EXAMINATION
Management Accounting for Tourism – THM 21062

- This paper consists of SEVEN (07) questions on NINE (09) pages.
- Answer FOUR (04) questions including question 01.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Present Value Table is at the end of the Question Paper.
- Write legibly.

Date: 2022.09.21

Pass mark: 40%

Time: 02 Hours

Question 01(Compulsory)

- (a) Explain the difference between the financial accounting and management accounting. (06 Marks)
- (b) By providing examples state the importance of cost and management accounting for a business in the hospitality industry. (07 Marks)
- (c) Define the below terms with examples.
 - i. Cost Center
 - ii. Cost Object
 - iii. Production Overheads
 - iv. Fixed Cost

(03 Marks each x 4 = 12 Marks)

Question 02

Anil expects to initiate a Pizza Hut in Dubai. Following are the information collected from the finance department for 2022.

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Items	Amounts
Annual number of expected Pizzas to sell	20 000
Selling price Per Pizza	\$10
Variable cost per Pizza	\$4
Annual fixed costs	\$90 000

Required:

- Calculate the break-even in units and in Value and interpret. (05 Marks)
- Calculate the margin of safety and interpret. (05 Marks)
- Calculate the expected profit for 2022. (07 Marks)
- Anil's main ingredient Supplier Shamsi believes there could be an increase in costs in the coming year. Variable costs might increase by \$2 , and, annual fixed costs might increase by \$150 000. If this happens, the manager will want to raise the selling price to \$15 per pizza. Therefore, if the business wants to make the same profit (as calculated in part c), then, how many pizzas will they need to sell achieve this same desired profit, if the above increases occur? (08 Marks)

Question 03

Sprinkles (Pvt) Ltd (SPL) is a confectionery manufacturer that makes several products in different production divisions. The cake division of SPL produces a standard type of fruit cake (in 1 kg) and distributes it to its outlets located island-wide.

The following information is relevant for this product for the month of November 2021.

- Standard utilization of resources per kg of fruit cake

Material A (at Rs. 400 per kg)	500 grams
Material B (at Rs. 600 per kg)	400 grams

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Cake compound (at Rs. 1,200 per kg)	200 grams
Direct labour (at Rs. 300 per hour)	30 minutes

- Budgeted profit for the month of November 2021.

	Budget
Production and sales (in kg)	5,000
Revenue (Rs.)	7,000,000
Cost of sales (Rs.):	
- Direct materials	3,400,000
- Direct labour	750,000
- Fixed production overheads	500,000
	4,650,000
Operating profit (Rs.)	2,350,000

The following information is also relevant for the month of November 2021.

- During the month of November, 6,000 kg of fruit cakes were actually produced and sold at a price that was 7% higher than the budgeted price.
- 3,000 kg each of Material A and Material B were purchased and fully utilised in production during the month. The purchase prices of Material A and Material B were Rs. 410 per kg and Rs. 580 per kg, respectively. 1,500 kg of cake compound were purchased for Rs. 1.65 million and utilised in full during the month.
- 3,600 labour hours were actually used in production at a cost of Rs. 1.26 million.
- SPL absorbs fixed production overheads based on labour hours.
- SPL's actual operating profit computed by the management accountant of the company for the month of November 2021 was Rs. 2.568 million.

Required:

Calculate the following variances.

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- (a) Material price variance
- (b) Materials usage variances
- (c) Total Material Cost Variance
- (d) Labor rate variance
- (e) Labor efficiency variances
- (f) Total Labor Cost variance
- (g) Fixed overhead expenditure variance
- (h) Fixed overhead volume variance
- (i) Selling price variance
- (j) Sales volume variance

(25 Marks)

Question 04

Easyhome (Pvt) Ltd (EPL) manufactures three products using three different machines. EPL currently charges all common overhead costs to products based on labour time utilisation. In comparison with the market prices of each product it was revealed that there is a disparity in the selling prices. The following table has been prepared for the month of August based on the absorption costing system.

Description	Product A (from Machine A)	Product B (from Machine B)	Product C (from Machine C)
Material cost per unit (Rs.)	200	300	500
Labour time per unit (minutes)	5	10	15
Labour cost per unit (Rs.)	50	100	150
Factory maintenance and administrative overhead cost per unit	100	200	300

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(Rs.)			
Total cost per unit (Rs.)	350	600	950
Profit mark-up on full cost (20%) (Rs.)	70	120	190
Product selling price (Rs.)	420	720	1,140
Actual output	25,000	32,500	20,000

The following additional information is available relating to the utilisation of common overhead cost drivers.

Cost driver	Product A	Product B	Product C	Total
No. of machinery set-ups	20	80	200	300
No. of purchase orders	100	500	1,000	1,600
No. of customers	5	105	390	500

It is to be assumed that the actual factory maintenance and administrative overhead costs and actual output were in line with the budget. Out of factory maintenance and administrative overhead costs, 40% related to machinery set-ups, 20% related to customer order processing and customer complaint management, while the balance proportion related to material ordering.

Required:

- Compute the Cost of each product based on activity-based costing. (15 Marks)
- Compute the selling price of each product assuming same mark up will be maintained. (10 Marks)

Question 05

Foods Ltd., prepares and sells lunch to office workers, with 8 different types of lunch to select from. The orders can either be placed on a monthly basis or on a daily basis. The daily orders which are equivalent to 20% of the monthly total sales are on cash basis. If orders are

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placed on a monthly basis the customers are eligible for a 10% discount and cash collection is made in the following month from those customers. The raw materials are purchased on a monthly basis. The company makes an advance payment of 25% of the estimated raw material cost for a month at the end of the previous month in order to guarantee supply, and the balance payment is made in the month the purchase is made. The packing and delivery of lunch are handled by an external party with a credit period of 60 days. The staff salaries are paid at the end of each month while an incentive payment equivalent to 15% of the salary is made in the following month. Electricity, water and telephone bills are paid in the following month in which it was incurred. Rent for the kitchen building is Rs.50,000/- per month but is paid on a quarterly basis in the month immediately following the end of a quarter.

The operating budgets for the months of February, March, April, May, June and July 2022 are given below:

	February	March	April	May	June	July
Sales	1,800,000	1,900,000	1,200,000	1,800,000	2,000,000	2,100,000
Raw Materials	1,080,000	1,140,000	720,000	1,080,000	1,200,000	1,260,000
Packing & Delivery	252,000	266,000	168,000	252,000	280,000	294,000
Staff Salaries (Exclusive of Incentive)	144,000	144,000	144,000	144,000	144,000	144,000
Electricity, Water and Telephone	18,000	18,000	12,000	18,000	18,000	18,000

The cash balance of Foodz Ltd. as at 01st April 2022 is expected to be Rs.180,000/-.

You are required to:

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Prepare the cash budget for the months of April, May and June 2022.

(Clearly show all the workings)

(25 Marks)

Question 06

(a) Define the below terms in Cost and management accounting.

I. Marginal costing

II. Absorption costing

(05 Marks)

(b) A company manufactures a product, selling price is Rs.60 per unit. The following budgeted information is available:

	Rs/unit
Direct materials	8.20
Direct labour	16.00

Budgeted fixed production overheads are Rs. 300,000 per year and budgeted production units are 100,000 units per month.

Overheads are absorbed based on direct labour hour, production workers are paid Rs. 8 per hour. Actual information for just concluded period:

- Production and sales 100,000 units
- Fixed production overhead 320,000
- Labor hours as budgeted

Required:

I. Prepare the income statement for the month under marginal costing.

(10 Marks)

II. Prepare the income statement for the month under absorption costing.

(10 Marks)

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Question 07

- (a) Explain the benefits of budgeting for a business. (08 Marks)
- (b) Discuss the different types of budgets that can be prepared by a business and its related purposes. (08 Marks)
- (c) List the information that needs to be collected as inputs for budgeting in a hotel (09 Marks)

-----END OF THE QUESTION PAPER-----

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Present Value Table

Present value of 1 i.e. $(1 + r)^{-n}$

Where r = discount rate
 n = number of periods until payment

Periods (n)	Discount rate (r)										
	1%	2%	3%	4%	5%	6%	7%	8%	9%	10%	
1	0.990	0.980	0.971	0.962	0.952	0.943	0.935	0.926	0.917	0.909	1
2	0.980	0.961	0.943	0.925	0.907	0.890	0.873	0.857	0.842	0.826	2
3	0.971	0.942	0.915	0.889	0.864	0.840	0.816	0.794	0.772	0.751	3
4	0.961	0.924	0.888	0.855	0.823	0.792	0.763	0.735	0.708	0.683	4
5	0.951	0.906	0.863	0.822	0.784	0.747	0.713	0.681	0.650	0.621	5
6	0.942	0.888	0.837	0.790	0.746	0.705	0.666	0.630	0.596	0.564	6
7	0.933	0.871	0.813	0.760	0.711	0.665	0.623	0.583	0.547	0.513	7
8	0.923	0.853	0.789	0.731	0.677	0.627	0.582	0.540	0.502	0.467	8
9	0.914	0.837	0.766	0.703	0.645	0.592	0.544	0.500	0.460	0.424	9
10	0.905	0.820	0.744	0.676	0.614	0.558	0.508	0.463	0.422	0.386	10
11	0.896	0.804	0.722	0.650	0.585	0.527	0.475	0.429	0.388	0.350	11
12	0.887	0.788	0.701	0.625	0.557	0.497	0.444	0.397	0.356	0.319	12
13	0.879	0.773	0.681	0.601	0.530	0.469	0.415	0.368	0.326	0.290	13
14	0.870	0.758	0.661	0.577	0.505	0.442	0.388	0.340	0.299	0.263	14
15	0.861	0.743	0.642	0.555	0.481	0.417	0.362	0.315	0.275	0.239	15
(n)	11%	12%	13%	14%	15%	16%	17%	18%	19%	20%	
1	0.901	0.893	0.885	0.877	0.870	0.862	0.855	0.847	0.840	0.833	1
2	0.812	0.797	0.783	0.769	0.756	0.743	0.731	0.718	0.706	0.694	2
3	0.731	0.712	0.693	0.675	0.658	0.641	0.624	0.609	0.593	0.579	3
4	0.659	0.636	0.613	0.592	0.572	0.552	0.534	0.516	0.499	0.482	4
5	0.593	0.567	0.543	0.519	0.497	0.476	0.456	0.437	0.419	0.402	5
6	0.535	0.507	0.480	0.456	0.432	0.410	0.390	0.370	0.352	0.335	6
7	0.482	0.452	0.425	0.400	0.376	0.354	0.333	0.314	0.296	0.279	7
8	0.434	0.404	0.376	0.351	0.327	0.305	0.285	0.266	0.249	0.233	8
9	0.391	0.361	0.333	0.308	0.284	0.263	0.243	0.225	0.209	0.194	9
10	0.352	0.322	0.295	0.270	0.247	0.227	0.208	0.191	0.176	0.162	10
11	0.317	0.287	0.261	0.237	0.215	0.195	0.178	0.162	0.148	0.135	11
12	0.286	0.257	0.231	0.208	0.187	0.168	0.152	0.137	0.124	0.112	12
13	0.258	0.229	0.204	0.182	0.163	0.145	0.130	0.116	0.104	0.093	13
14	0.232	0.205	0.181	0.160	0.141	0.125	0.111	0.099	0.088	0.078	14
15	0.209	0.183	0.160	0.140	0.123	0.108	0.095	0.084	0.074	0.065	15



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Year 2 Semester I

SEMESTER END EXAMINATION

Entrepreneurship Development for Tourism – THM21032

- This paper consists of SEVEN (07) questions on SIX (06) pages.
- Answer FOUR (04) questions including question 01.
- Only Non-programmable calculators are allowed.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2022.09.19

Pass mark: 40%

Time: 02 Hours

Question 01 Case Study - (Compulsory)

Read the following case carefully and answer the following questions.

Even though Sirimal strongly felt the need of a job after finishing university education, his intention was to do good to himself and to the society by starting his own business. But the starting period of Sirimal's business was very tough. Sirimal strongly felt the difficulties of getting required raw materials and finding the areas where those resources are available, paying a high price when obtaining resources and introducing his products to the market. Difficulty of transporting goods and lack of money etc. further embarrassed Sirimal. He had to suffer even losses at the beginning. Sirimal remained steady even though he encountered many obstacles. He considered those obstacles as challenges and tried to find strategies to overcome them day by day. Since the initial invested capital was not adequate, Sirimal thought that he should somehow invest more money to the business. As a result, he obtained a bank loan from Development Bank and



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invested it in the business. Since he introduced neatly finished creative products to the market, the demand for the products increased daily. Sirimal reinvested the profit he earned from his sales in the business.

Meantime in order to improve the entrepreneurial knowledge, Sirimal participated in a training program on entrepreneurship development. The opinion of Sirimal at the end of that program was as follows.

- An entrepreneur should know many things for running a business successfully.
- Further, it is very important to have a good understanding regarding the business, its income and expenses and the profits and costs.
- At the same time knowledge on doing the production to suit present requirements and running a business in the competitive market too is very crucial.

a) What is Sirimal's main objective of starting his own business? Briefly explain.

(05 Marks)

b) Explain two entrepreneurial characteristics that can be seen in Sirimal as an entrepreneur.

(05 Marks)

c) Explain two challenges faced by Sirimal whilst operating the business.

(05 Marks)

d) Identify factors an entrepreneur should know in order to make a business successful.

(05 Marks)

e) Explain two sources of finance of a business that can Sirimal draw to the business.

(05 Marks)



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Question 02

(a) Sasmitha Perera decided to start a business of manufacturing and selling confectionary items. She visited several confectionary shops in the area to find out about the sweets available for sale and the demand for them. Based on the information given by the confectionary shop owners, she understood that there were many who manufactured sweets using wheat flour. However, there were only a few who manufactured sweets out of rice flour and kurakkan flour. Through a market analysis, she understood that a considerable number of people, being diabetic, were starting to use rice flour and kurakkan flour. Given below is some information that she has collected:

- Her hometown, Jayagama in Akuressa, has a population of around 80 000 Citizens
- 20% of the population like food made of kurakkan flour and rice flour
- They wish to buy sweets at least once in two days
- The main competitors and their market shares are as follows
 - Vimansi Sweets' - 30%
 - Arundathi Sweets' - 35%
- The marketing strategies of the competitors -
 - Ensuring the taste and hygienic quality
 - Distributing once per two days and having the unsold items returned to them
 - Displaying sales posters near shops that sell sweets



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Sasmitha decided to start up the business covering 25% of the market. She will be using the same marketing strategies as her competitors. In addition, she decided to circulate E-flyers and Print Flyers giving information about her products. At the beginning, she decided to offer rice-and kurakkan-four-mixed cake and Aluva. Their market price will be as follows:

- Cake - Rs. 20 per piece
- Aluva - Rs. 10 per piece

A motorcycle worth Rs. 200 000 will be bought to distribute the products.

Given below are the estimated expenses:

- Monthly salary for the employee distributing the products – Rs. 15 000
- Insurance (Annual) Rs. 3 000
- Fuel (Monthly) Rs. 10 000
- Service charges (Monthly) Rs. 1 500
- Motorcycle depreciation (Annual) Rs. 4 800
- Flyers and sales posters will cost Rs. 6 000 per year.

- ❖ Based on the above information, prepare the **Marketing Plan** for 'Sasmitha Sweets' Business. (20 Marks)
- (b) "Marketing plan helps you to understand your customer". Briefly explain the statement with the aid of an example. (05 Marks)

Question 03

- a) What factors affect the success rate of a small business? (05 Marks)
- b) Explain the importance of the executive summary of a business plan. (05 Marks)
- c) Indicate the parties that would benefit from a successful business plan (05 Marks)



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- d) Highlight the importance of a Solid Business Plan with the aid of an example. (05 Marks)
- e) Briefly describe the disadvantages of Buying out a micro scale business in Tourism OR Logistics industry. (05 Marks)

Question 04

- a) State two steps of the process of selecting a good business idea. (02 Marks)
- b) Explain the differences between business ideas and business opportunities. (05 Marks)
- c) Explain four alternative ways that a new entrepreneur can be followed for entering to the market. (08 Marks)
- d) Select a business that you like to start in future and state an example and explain for each its strength, weakness, opportunity, and threat of your business. (10 Marks)

Question 05

- a) "Entrepreneurship and Intrapreneurship are not mutually exclusive these are rather dependent on each other for the development of an economy". Explain the statement. (06 Marks)
- b) " Entrepreneurs can be found only in the business environment" . Analyze the statement with the aid of an example. (06 Marks)
- c) What types of conflict are possible in family business? How can these conflicts be averted or overcome? Answer these questions in the light of business families. (06 Marks)
- d) Examine critically the government policies and programs to foster the growth of entrepreneurship. What changes should be made in them? (07 Marks)



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Question 06

- a) Identify the 02 examples of Trade Secrets and Processes that give a company a competitive advantage over its competitors. (05 Marks)
- b) "Intellectual property rights are difficult to protect". Briefly explain the statement with the aid of an example. (05 Marks)
- c) "The protection of creative efforts encourages further creations" Briefly explain the statement with the aid of an example. (05 Marks)
- d) Analyze the major changes face by the small medium entrepreneurs in an economic downturn period of the Island. (10 Marks)

Question 07

Briefly explain the following terms. You may quote suitable examples to support your answer. **Answer only 5 questions.**

- 1) Capital Expenditure
- 2) Short Term Financing
- 3) Trademark
- 4) Business Plan
- 5) Drone Entrepreneur
- 6) Working Capital
- 7) Sole Proprietorship
- 8) Joint Venture
- 9) Common Traits of Entrepreneurs
- 10) SWOT Analysis

(5*05 Marks=25 Marks)

-----END OF THE QUESTION PAPER-----



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Year 2 Semester I
SEMESTER END EXAMINATION
Housekeeping and Accommodation Operations – THM 21023

- This paper consists of EIGHT (08) questions on FOUR (04) pages.
- Answer FIVE questions including question 01.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2022.09.15

Pass mark: 40%

Time: 03 Hours

Question 01: (Compulsory)

“The Hotel is an establishment that provides lodging and usually meals and other services for travelers and other paying guests. Also, a hotel is a type of establishment that accommodates visitors for a short stay at a stated fee”

- a) Explain 05 different types of hotels. Use suitable examples. (10 Marks)
- b) Discuss five (05) importance of the housekeeping department in the hotel. (05 Marks)
- c) Make a list of the responsibilities and functions of the housekeeping department in the hotel. (05 Marks)

Question 02

“A hotel guestroom is a sleeping room, including any adjacent private living area, in a hotel that is rented to guests for their use as overnight accommodation”

- a) Highlight five (05) importance of the hotel guest room. (05 Marks)
- b) What are the guest expectations from a hotel room? Explain five (05) of them. (05 Marks)
- c) Explain five (05) different room statuses. (05 Marks)
- d) Briefly explain the types of keys available in the housekeeping department. (05 Marks)



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Question 03

"The room is cleaned when the guest is occupying the room. It includes cleaning and keeping all occupied rooms twice per day on guests' requests and convenience"

- a) Discuss different points to consider when selecting cleaning agents. (05 Marks)
- b) Explain properly the main steps in guest room cleaning. (15 Marks)

Question 04

Smooth laundry and linen room operation can be considered important areas of the housekeeping department in the hotel. Also, it impacts housekeeping department productivity.

- a) Discuss the layout of laundry in the housekeeping department. (10 Marks)
- b) Discuss the layout of a linen room in the housekeeping department. (10 Marks)

Question 05

"It is important that the executive housekeeper plan and organize the work of the department for smooth and efficient functioning"

- a) Identify the planning work of the housekeeping department. Discuss suitable steps. (14 Marks)
- b) Discuss the main areas under the housekeeping department in a hotel. (06 Marks)

Question 06

- a) Make a list of Potential hazards/risks in Housekeeping (05 Marks)
- b) Develop guidelines for the prevention of accidents in the housekeeping department. (05 Marks)
- c) Discuss steps for the safety management program in the housekeeping department. (10 Marks)



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Question 07

Develop housekeeping department organizational Structure in the hotel and identify different duties and responsibilities of every profession. (20 Marks)

Question 08

Fill the table with suitable examples related to Housekeeping & Accommodation Operations. (0.5*40 = 20 Marks)

a) Types of cleaning agents 1..... 2..... 3..... 4..... 5.....	b) Types of Non-cleaning agents 1..... 2..... 3..... 4..... 5.....
c) Manual Cleaning Equipment 1..... 2..... 3..... 4..... 5.....	d) Electrical Cleaning Equipment 1..... 2..... 3..... 4..... 5.....
e) Fixtures and fittings in hotel room 1..... 2..... 3..... 4..... 5.....	f) Guest essentials 1..... 2..... 3..... 4..... 5.....
g) Guest amenities 1.....	h) Bathroom supplies 1.....



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2.....	2.....
3.....	3.....
4.....	4.....
5.....	5.....
.....

-----END OF THE QUESTION PAPER-----

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Year 2 Semester I
SEMESTER END EXAMINATION
Typologies of Tourism – THM 21012

- This paper consists of SEVEN (07) questions on THREE (03) pages.
- Answer FOUR (04) questions including question 01.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2022.09.13

Pass mark: 40%

Time: 02 Hours

Question 01: (Compulsory)

Sri Lanka presently is going through a grave financial crisis of which the repercussions are viciously experienced by many citizens. The inability to bring forex into the country has contributed massively to its downfall. Sri Lanka as many know is a beautiful island nation with a myriad of natural resources and ecstatic sceneries. Famed for the hospitality of the friendly people, the country has a lot more to offer than just delicious food, lavish lodgings, adventurous nature trails, and the green-blue seas. How can the tourism industry elevate its current position and promote this country to boost the country's economy? (25 Marks)

Question 02

Tourism industry is a lucrative industry which is interconnected with several other industries. Tourism industry won't be able to survive by itself without the linkage of other industries. In the same vein it is showcased that the tourism industry won't be able to survive without three very important elements. If one of the elements is missing in the destination, tourism activities won't be able to carry out.

a) Briefly explain what the three most important elements using relevant examples.

(10 Marks)



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- b) Show the linkage between these three and how the industry won't be able to survive without them. (15 Marks)

Question 03

In the tourism industry of Sri Lanka, it is visible that there are lot of unregistered, unlicensed tourism establishments compared to licensed tourism establishments. Due to this factor, the tourism industry is facing many negative consequences. Though Sri Lanka Tourism Development Authority has implemented several mechanisms to motivate the unregistered businesses to register with the Authority, it has not been successful.

- a) Define the licensed and unlicensed tourism establishments. (08 Marks)
 b) Elaborate by using relevant examples why do the unlicensed businesses wants to continue being like that. (08 Marks)
 c) Explain a suitable mechanism to implement to get the license. (09 Marks)

Question 04

Events Tourism is a trending typology of tourism which attracts tourists to a destination for the purpose of events. With hosting of events like Mama Mia, Sound of Music, EMF and coming up Hellfire Music Festival international market has been attracted to Sri Lanka.

- a) How do you perceive the importance of holding International Scale Events in Sri Lanka during this time period? (08 Marks)
 b) Do you think it's a successful attempt in promoting Sri Lanka tourism? (08 Marks)
 c) What kind of strategies do you like to suggest promoting this typology? (09 Marks)

Question 05

MICE Tourism is a typology which can be promoted irrespective of the tourism seasons. More than the regular leisure tourists arriving at the country, MICE tourists spend big bucks. Though tourism is just one segment of MICE tourism, which is not a mandatory part,



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it is identified by recent statistics and trends majority of the tourists arriving for the purpose of MICE tourism explore the country.

- a) Briefly explain the potential of promoting MICE tourism in Sri Lanka amidst the economic crisis. (10 Marks)
- b) Build an argument on having enough spaces to hold MICE events and not utilizing the spaces in Sri Lanka. (15 Marks)

Question 06

It is identified that Sri Lanka Tourism is focusing on the revenue generation and the number of tourists visiting the country more than offering an exceptional tourism product. By the Tourism Strategic Plan 2022 - 2025 it is highlighted that the number of tourists visiting the country by 2025 is 6 million tourists.

- a) Briefly explain the concept of "Quality vs Quantity". (10 Marks)
- b) Argue whether Sri Lanka should focus on quality over quantity or vice versa. (15 Marks)

Question 07

Tourism planning and development is an extremely important topic that the industry should focus upon. Without planning it is identified lot of problems occurring in terms of economic, environmental and socio cultural.

- a) Define Tourism Planning and Tourism Development. (10 Marks)
- b) Elaborate the consequences of doing tourism development prior doing tourism planning. (15 Marks)

-----END OF THE QUESTION PAPER-----



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Year 2 Semester I
SEMESTER END EXAMINATION
Social Etiquettes for Tourism – THM 21071

- This paper consists of SEVEN (07) questions on SIX (06) pages.
- Answer FOUR questions including question 01.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2020.09.22

Pass mark: 40%

Time: 02 Hours

Question 01: (Compulsory)

“The menu is the heart of any restaurant, it showcases everything you have to offer for food and beverages”.

a) What is a main purpose of a menu card, Discuss critically (05 Marks)

b) Please explain about following menu types briefly (10 Marks)

I. Table d'hôte Menu

II. Static Menu

III. Cycle Menu

IV. Single Use

V. Du jour menu

“Body language refers to the nonverbal signals that we use to communicate. According to experts, these nonverbal signals make up a huge part of daily communication”

c) What you mean by The Common Courtesies of Life, Explain Briefly (05 Marks)

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- d) Critically discuss why Positive Etiquette are so important for Airline crew members?
(05 Marks)

Question 02:

- a) Write short descriptions about following areas (1.5 Marks X 10 = 15 Marks)
1. Brunch -
 2. Elevenses -
 3. A la carte -
 4. High tea -
 5. Appetizer -
 6. Sorbet -
 7. Main course -
 8. Vegan Food -
 9. Half Board Basis -
 10. Pre-Plated Service -
- b) Develop your own 04 Course Menu for Honeymoon Couple (10 Marks)

Question 03:

- a) What Does Board Basis Mean? (05 Marks)
- b) Please explain following meal plans briefly (05 Marks)
- RO basis
 - BB basis
 - FB basis
 - AI basis
- c) What are benefits you will get after upgrade your meal plan from RO to AI?
(10 Marks)

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d) Most of the City & Resort hotels expecting guest to dinner with Smart Casual dress code.

Discuss how you should dress and behave If you are in a Dinner Meeting with your Business client (05 Marks)

Question 04:

Breakfast is the breaking of the fast after a long night sleep served in every hotel restaurants sometimes only as breakfast or as branch which is breakfast and lunch together.

- a) Discuss 03 variations of Breakfast options with examples (Sample menu's) (10 Marks)
- b) What we mean by "Choice of Assorted Breads" (05 Marks)
- c) What are the choices of cereal in hotel or restaurant Breakfast? (05 Marks)
- d) Write down 04 Food and Beverage outlets and Explain about the internal operation briefly (05 Marks)

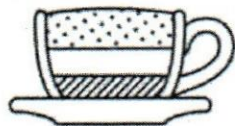
Question 05:

"Beverage is any liquid consumed by humans for quenching thirst, or merely for pleasure. Beverages come in various types"

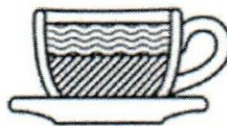
- a) Beverage is classified into two categories, Alcoholic, Non-alcoholic. Write down 05 beverages from both categories? (05 Marks)
- b) Fill the Blanks with using coffee types (Latte,Mocha,Espresso,Americano,Macchiato) (05 Marks)

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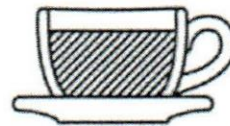
COFFEE TYPES



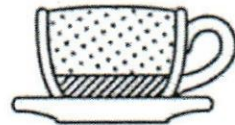
CAPPUCCINO



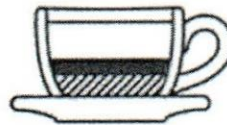
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ESPRESSO



MILK



MILK FOAM



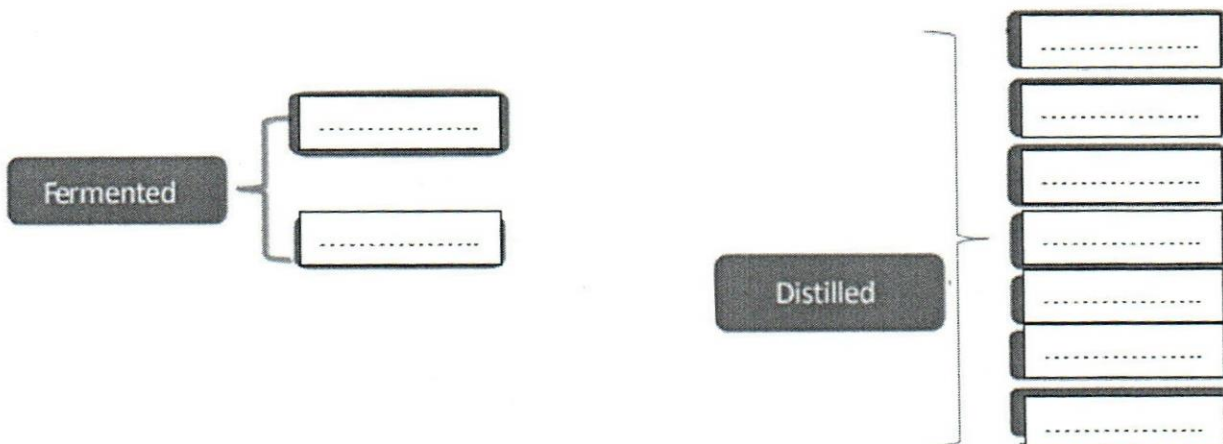
CHOCOLATE
 SYRUP



WATER

c) Fill Blanks with your food and beverage knowledge

(05 Marks)



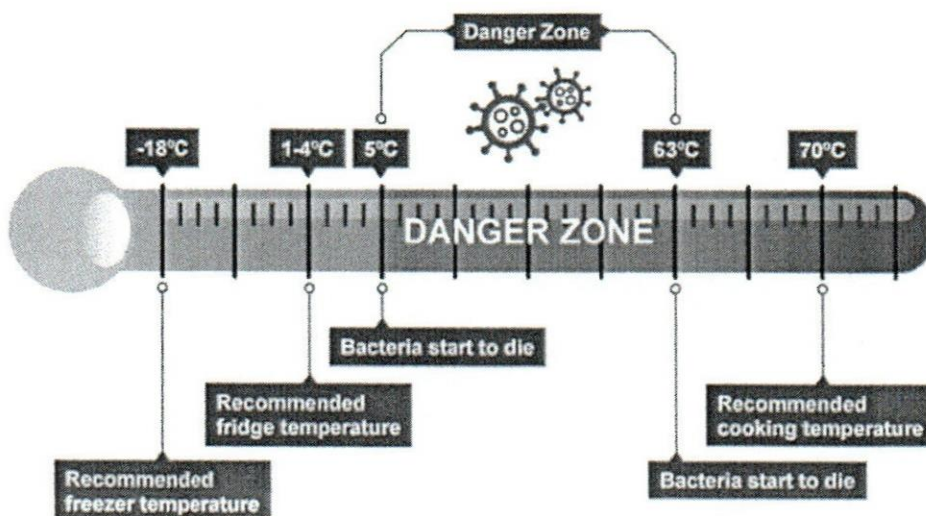
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- d) Explain Briefly (05 Marks)
- Stout
 - Cognac
 - Bourbon whiskey
 - Cocktail
 - Mock tail
- e) Write down 04 Components & Methods of Making cocktail (Steps only) (05 Marks)

Question 06:

“Food hygiene are the conditions and measures necessary to ensure the safety of food from production to consumption. Food can become contaminated at any point during slaughtering or harvesting, processing, storage, distribution, transportation and preparation” -World Health Organization

- a) Why food hygiene is important for Tourism Industry? (05 Marks)
- b) What are the benefits of good hygiene? (05 Marks)
- c) Explain this picture Briefly (05 Marks)



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Good personal hygiene involves keeping all parts of the external body clean and healthy. It is important for maintaining both physical and mental health. In people with poor personal hygiene, the body provides an ideal environment for germs to grow, leaving it vulnerable to infection. On a social level, people may avoid a person with poor personal hygiene, which may result in isolation and loneliness.

- d) What are the good hygiene practices we can practice in a Tourism industry discuss critically? (10 Marks)

-----END OF THE QUESTION PAPER-----

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Year 2 Semester I
SEMESTER END EXAMINATION
Management Accounting for Tourism – THM 21062

- This paper consists of SEVEN (07) questions on SEVEN (07) pages.
- Answer FOUR questions including question 01.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Present Value Table is at the end of the Question Paper.
- Write legibly.

Date: 2020.09.19

Pass mark: 40%

Time: 02 Hours

Question 01(Compulsory)

(a) Discuss the benefits of cost and management accounting for the hospitality related business. (Provide examples) (10 Marks)

(b) Cost classification involves the separation of a group of expenses into different categories. A classification system is used to bring to management's attention certain costs that are considered more crucial than others, or to engage in financial modeling

Briefly discuss the different classification of costs (based on nature and based on behavior) related to a business in hospitality industry with examples for those cost.

(15 Marks)

Question 02

Sandra expects to initiate a Coffee Shop in Dubai. Following are the information collected from the finance department for 2020.

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Table 2:1 - Cost

Items	Amounts
Annual number of expected Cups	8 000
Selling price Per Coffee Cup	\$8
Variable cost per Cup	\$3
Annual fixed costs	\$25 000

Required:

- (a) Calculate the break-even in Cups (06 Marks)
- (b) Calculate the margin of safety in Cups (06 Marks)
- (c) Calculate the expected profit for 2020 (06 Marks)
- (d) The business manager believes there could be an increase in costs in the coming year. Variable costs might increase by \$2 per guests, and, annual fixed costs might increase by \$5 000. If this happens, the manager will want to raise the selling price to \$10 per guest. Therefore, if the business wants to make the same profit (as calculated in part c.), then, how many guests will they need to attract to achieve this same desired profit, if the above increases occur? (07 Marks)

Question 03

- (a) Explain the budgeting process of a hotel. (05 Marks)
- (b) What are the main functions of budgeting in a hotel? (05 Marks)

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(c) Briefly discuss the sources available in a hotel to collect the information in a hotel for budgetary control. (05 Marks)

(d) The following data has been provided for Larrys' Kitchen. Larrys' Kitchen sells 25% of its food for cash and 75% on credit. 50% of the sales on credit are collected after one month of sale, 30% in the second month following the sale, and 16% in the third month following the sale. The remainder is uncollectable. Sales forecasts for the listed four months of 2020 are as follows.

Table 3:1 - Sales

May	\$100 000
June	\$60 000
July	\$70 000
August	\$80 000

- On July 1 the company has a cash balance of \$25 000. Expected cash payments during July total \$60 000 and in August total \$65 000.

Required:

Prepare a cash budget for the two months ended 31 August 2020 showing the expected cash balance at the end of each month. (It is not necessary to show a total column for the two months). (10 Marks)

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Question 04

The information given below relates to a four-week accounting period of WHW Ltd.

	Machining	Assembly	Finishing	Stores
Area occupied (square metres)	24,000	36,000	16,000	4,000
Plant and equipment at cost (£000)	1,400	200	60	10
Number of employees	400	800	200	20
Direct labour hours	16,000	32,000	4,000	
Direct wages (£)	32,600	67,200	7,200	
Machine hours	32,000	4,000	200	
Number of requisitions on stores	310	1,112	100	
<i>Allocated costs</i>	£	£	£	£
Indirect wages	9,000	15,000	4,000	6,000
Indirect materials	394	1,400	600	
Maintenance	1,400	600	100	
Power	1,600	400	200	
Table 4:1 - other Costs in Total				
<i>Other costs (in total)</i>				
Rent	2,000			
Business rates	600			
Insurance on building	200			
Lighting and heating	400			
Depreciation on plant and equipment	16,700			
Wage-related costs	28,200			

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Factory administration and personnel	7,100				
Insurance on plant and equipment	1,670				
Cleaning of factory premises	800				
	57,670				

Prepare overhead analysis schedule based on the above information. (25 Marks)

Question 05

(a) What re the information you must collect to price a guest in a hotel? (08 Marks)

(b) Briefly discuss the pricing methods available for a hotel or restaurant. (17 Marks)

Question 06

Following are the financial information related to the two mutually exclusive projects of TIMEX Construction received in the current month 2020.

Project A: Construction of Natural Restaurant in the hotel

Project B: Building a in -House Sports Complex in the hotel

(Rs in Millions)

	<u>Project A</u>	<u>Project B</u>
Initial Investment	4,500,000	3,850,000
Project life time	5 Years	5 Years
Cash Inflow- Year 1	1,450,000	1,650,000
Year 2	1,600,000	1,955,000
Year 3	2,875,000	1,825,000
Year 4	2,625,000	2,655,000
Year 5	3,455,000	2,345,000
Discount rate per annum	10%	15%
Average Annual Profits	3,950,000	2,650,000

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Required,

(a) Calculate the followings based on the above information for project A and Project B.

(i) Payback Period (PB)

(ii) Net Present Value (NPV) (20 Marks)

(b) What is the project that you recommend based on the above calculations to the management of the company? (05 Marks)

Question 07

(a) What are the main components of working capital management? (05 Marks)

(b) A company makes bicycles. It produces 450 bicycles a month. It buys the tires for bicycles from a supplier at a cost of \$20 per tire. The company's inventory carrying cost is estimated to be 15% of cost and the ordering is \$50 per order.

(i) Calculate the Economic order quantity (EOQ).

(ii) How many orders per year?

(iii) Compute the average inventory.

(iv) What is the average annual carrying cost? (20 Marks)

-----END OF THE QUESTION PAPER-----

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Present Value Table

Present value of 1 i.e. $(1 + r)^{-n}$

Where r = discount rate
 n = number of periods until payment

Periods (n)	Discount rate (r)										
	1%	2%	3%	4%	5%	6%	7%	8%	9%	10%	
1	0.990	0.980	0.971	0.962	0.952	0.943	0.935	0.926	0.917	0.909	1
2	0.980	0.961	0.943	0.925	0.907	0.890	0.873	0.857	0.842	0.826	2
3	0.971	0.942	0.915	0.889	0.864	0.840	0.816	0.794	0.772	0.751	3
4	0.961	0.924	0.888	0.855	0.823	0.792	0.763	0.735	0.708	0.683	4
5	0.951	0.906	0.863	0.822	0.784	0.747	0.713	0.681	0.650	0.621	5
6	0.942	0.888	0.837	0.790	0.746	0.705	0.666	0.630	0.596	0.564	6
7	0.933	0.871	0.813	0.760	0.711	0.665	0.623	0.583	0.547	0.513	7
8	0.923	0.853	0.789	0.731	0.677	0.627	0.582	0.540	0.502	0.467	8
9	0.914	0.837	0.766	0.703	0.645	0.592	0.544	0.500	0.460	0.424	9
10	0.905	0.820	0.744	0.676	0.614	0.558	0.508	0.463	0.422	0.386	10
11	0.896	0.804	0.722	0.650	0.585	0.527	0.475	0.429	0.388	0.350	11
12	0.887	0.788	0.701	0.625	0.557	0.497	0.444	0.397	0.356	0.319	12
13	0.879	0.773	0.681	0.601	0.530	0.469	0.415	0.368	0.326	0.290	13
14	0.870	0.758	0.661	0.577	0.505	0.442	0.388	0.340	0.299	0.263	14
15	0.861	0.743	0.642	0.555	0.481	0.417	0.362	0.315	0.275	0.239	15
(n)	11%	12%	13%	14%	15%	16%	17%	18%	19%	20%	
1	0.901	0.893	0.885	0.877	0.870	0.862	0.855	0.847	0.840	0.833	1
2	0.812	0.797	0.783	0.769	0.756	0.743	0.731	0.718	0.706	0.694	2
3	0.731	0.712	0.693	0.675	0.658	0.641	0.624	0.609	0.593	0.579	3
4	0.659	0.636	0.613	0.592	0.572	0.552	0.534	0.516	0.499	0.482	4
5	0.593	0.567	0.543	0.519	0.497	0.476	0.456	0.437	0.419	0.402	5
6	0.535	0.507	0.480	0.456	0.432	0.410	0.390	0.370	0.352	0.335	6
7	0.482	0.452	0.425	0.400	0.376	0.354	0.333	0.314	0.296	0.279	7
8	0.434	0.404	0.376	0.351	0.327	0.305	0.285	0.266	0.249	0.233	8
9	0.391	0.361	0.333	0.308	0.284	0.263	0.243	0.225	0.209	0.194	9
10	0.352	0.322	0.295	0.270	0.247	0.227	0.208	0.191	0.176	0.162	10
11	0.317	0.287	0.261	0.237	0.215	0.195	0.178	0.162	0.148	0.135	11
12	0.286	0.257	0.231	0.208	0.187	0.168	0.152	0.137	0.124	0.112	12
13	0.258	0.229	0.204	0.182	0.163	0.145	0.130	0.116	0.104	0.093	13
14	0.232	0.205	0.181	0.160	0.141	0.125	0.111	0.099	0.088	0.078	14
15	0.209	0.183	0.160	0.140	0.123	0.108	0.095	0.084	0.074	0.065	15



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Department of Management and Business Studies
BMgt (Hons.) in Tourism and Hospitality Management
Course CODE: BMgt 556

Year 2 Semester I
SEMESTER END EXAMINATION
Facilities Operations Management – THM 21053

- This paper consists of EIGHT (08) questions on FIVE (05) pages.
- Answer FIVE (05) questions including question 01.
- Only Non-programmable calculators are allowed.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2020.09.17

Pass mark: 40%

Time: 03 Hours

Question 1

In practice services in Facilities and operation management consists of wide range of varieties of services and can be discussed as Hard and Soft services.

- a) What is meant by Hard and Soft services in facility management? (07 Marks)
- b) Discuss at least five Hard and Soft services in facility with examples. (07 Marks)
- c) What are the six supper challenges in facility management? (06 Marks)

Question 2

There are many possible sources for funding a recreation facility project. Some facilities can receive funding from a single source, whereas others can receive funding from a combination of sources

- a) What are the types of funding options available? (07 Marks)



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Course CODE: BMgt 556

- b) Discuss the hard and soft cost in a Facility. (07 Marks)
- c) What is meant by turnkey project? (06 Marks)

Question 3

The profitability of facility operations depends only the expenses and income of the facility.

- a) What are the Numerous expenses which have an impact on recreation facility management? (10 Marks)
- b) Discuss at least five of the above expenses in detail. (10 Marks)

Question 4

In recreation facilities management maintenance can be broadly categorize in to three areas.

- a) What are the areas of maintenance in recreation facility? (07 Marks)
- b) Discuss all areas separately with an examples? (07 Marks)
- c) What are the type of equipment in a recreation facility? (06 Marks)

Question 5

A recreation facility is considering an investment of Rs 200,000. The useful life of the project is 5 years. The cut off period is four (4) years. The board of management has identified two alternatives A and B. The expected annual cash flows are as follows:



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 Department of Management and Business Studies
 BMgt (Hons.) in Tourism and Hospitality Management
 Course CODE: BMgt 556

Table 5:1 - Cash Flow

Cost or Cash Flow	Alternative A	Alternative B
Initial cost	(Rs200,000)	(Rs200,000)
Cash flow year 1	70,000	70,000
Cash flow year 2	56,000	60,000
Cash flow year 3	64,000	35,000
Cash flow year 4	40,000	30,000
Cash flow year 5	50,000	50,000

- Calculate the simple payback period for the both projects. (05 Marks)
- As facility manager in the company which project you will accept? (05 Marks)
- If the net present value for each of the cash flows were calculated at a 10% interest rate, what are the payback period for both projects? (05 Marks)
- Discuss the main difference between the simple payback period and Net Present value method in project evaluation. (05 Marks)

Question 6

Preparing for emergency is a continuous process. It involves a detailed and systematic examination of every aspect of a possible emergency, this is followed by sequences of logical steps which ultimately results in emergency plan of action.

- What are the categories of Emergencies? (07 Marks)



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 Course CODE: BMgt 556

- b) What are the six steps of emergency preparation? (07 Marks)
- c) Explain five stages of emergency response. (06 Marks)

Question 7

Facility Project planning is at the heart of the project life cycle, and tells everyone involved where you're going and how you're going to get there.

- a) What are the constraints in project planning? (03 Marks)
- b) Explain the term 'critical path as used in project management. (03 Marks)
- c) Describe the role of project management. (04 Marks)
- d) Develop a network diagram and determine the critical path for the following project development schedule and calculate the Project completion time.

(10 Marks)

Table 7:1 - Activities

Activity	Preceding Activity	Duration in days
A	-	2
B	-	3
C	-	2
D	C	4
E	A	3
F	B	4
G	B	6
H	B	4
I	D&H	6
J	E&F	5



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Course CODE: BMgt 556

Question 8

Facilities operations management (FM) organizations recognize the value that management information could bring to the effectiveness of their businesses.

- a) What are the types of management information systems in required for effective operation in a facility? (05 Marks)
- b) Discuss the types of information's system practice in a facilities Operations. (05 Marks)
- c) List the essential Constituents in MIS. (05 Marks)
- d) There are Security Issues that emerge from MISs in facilities and Operations Management. What are the security issues you are aware? (05 Marks)

-----END OF THE QUESTION PAPER-----



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BMgt (Hons.) in Tourism and Hospitality Management
Course CODE: BMgt 556

Year 2 Semester I
SEMESTER END EXAMINATION
Facilities Operations Management – THM 21053

- This paper consists of EIGHT (08) questions on FIVE (05) pages.
- Answer FIVE (05) questions including question 01.
- Only Non-programmable calculators are allowed.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2020.09.17

Pass mark: 40%

Time: 03 Hours

Question 1

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Course CODE: BMgt 556

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 Department of Management and Business Studies
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 Course CODE: BMgt 556

Table 5:1 – Cash Flow

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- a) Calculate the simple payback period for the both projects. (05 Marks)
- b) As facility manager in the company which project you will accept? (05 Marks)
- c) If the net present value for each of the cash flows were calculated at a 10% interest rate, what are the payback period for both projects? (05 Marks)
- d) Discuss the main difference between the simple payback period and Net Present value method in project evaluation. (05 Marks)

Question 6

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 Course CODE: BMgt 556

- b) What are the six steps of emergency preparation? (07 Marks)
- c) Explain five stages of emergency response. (06 Marks)

Question 7

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- a) What are the constraints in project planning? (03 Marks)
- b) Explain the term 'critical path as used in project management. (03 Marks)
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(10 Marks)

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J	E&F	5



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BMgt (Hons.) in Tourism and Hospitality Management
Course CODE: BMgt 556

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- a) What are the types of management information systems in required for effective operation in a facility? (05 Marks)
- b) Discuss the types of information's system practice in a facilities Operations. (05 Marks)
- c) List the essential Constituents in MIS. (05 Marks)
- d) There are Security Issues that emerge from MISs in facilities and Operations Management. What are the security issues you are aware? (05 Marks)

-----END OF THE QUESTION PAPER-----



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BMgt (Hons.) in Tourism and Hospitality Management
Course CODE: BMgt 556/557

Year 2 Semester I
YEAR END EXAMINATION
Tourism Economics – THM 21043

- This paper consists of EIGHT (08) questions on EIGHT (08) pages.
- Answer FIVE (05) questions including question 01.
- Only Non-programmable calculators are allowed.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2020.09.15

Pass mark: 40%

Time: 03 Hours

Question 01 (Compulsory)

Sex Tourism : The Industry of Buying Souls

Sex Tourism is the act of traveling from one's nation of origin to another nation with the primary motivation of having commercial sexual relations. The sex workers involved in these events often include men, women, and children from an overabundance of nations. In an attempt to help improve their economies, several countries have made tourism a key portion of their income. Thus, as the tourism industry expands and increases in power, so does the sex tourism industry. Nations with the largest tourism prostitution

Industries are in Southeast Asia, Latin America, Eastern Africa, and Eastern Europe.

The prostitutes in sex tourism are often young women between the ages of about 17 to 25. In most places, they are attracted to these prostitution jobs with promises of wealth



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Course CODE: BMgt 556/557

and an escape. Coming from poor neighborhoods, these women believe they must support their families and are persuaded by pimps to join the sex industry. In wealthy nations, the prostitutes involved in sex tourism are often migrants looking for a successful life, but find that the only job open to them is selling their bodies and souls. Western men are typically the consumers driving this industry.

Sex workers often suffer from serious physical, reproductive, and mental health problems. Physical injuries include broken bones, concussions, bruising, burns, and sexual abuse. The sex workers and tourists are likely to contract sexually transmitted diseases (STDs) and HIV-AIDS. The victims do not have the choice whether to use a condom or birth control, contributing to a high risk of unwanted pregnancies and miscarriages. These women are often diagnosed with depression, anxiety, eating disorders, and addictions to narcotics and alcohol.⁶ The working and living environment fosters disease and filth.

Case Study 1 : Thailand

- Bangkok has become infamous as the "Disney World for Men."
- Sex work closes a gap in Thailand's economy as it fills a demand and factory jobs no longer support families.
- The World Bank's policies stressing exporting goods to foreigners unintentionally props up the sex industry. The policies encompass all goods, while not explicitly prohibiting human labor. The Thai government, therefore, reports sex tourism profit along with other exports.
- The Thai government does not monitor sex tourism.
- The annual Thai revenue from sex tourism: \$5 billion.



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Case Study 2 : Netherlands

- Some sex workers choose their profession, but they are still at risk for the same abuse as other sex workers.
 - Many women, however, are forced into the work by their situation or trafficking.
 - Most are migrants from the Caribbean, former Dutch colonies, and Eastern Europe.
 - Many Dutch citizens view sex tourism as morally wrong, but support the legality as it provides revenue to other tourist industries.
 - The legality of sex tourism makes it more affordable.
 - The migrant workers are illegal sex workers as a brothel cannot have trafficked workers. Many, however, do.
 - It is illegal to force a sex worker to have sex. Therefore, if s/he is trafficked, whether the customer knows it or not, the customer is committing a crime.
- a) Using the above information, Analyze the economic benefits of Sex Tourism. (10 Marks)
- b) Discuss the government intervention in the Sex Tourism market in order to stabilize the Socio Economics environment. (10 Marks)



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Question 02

World SPA East Ltd offering services for different market segments for the inbound tourists in Sri Lanka. The following demand and supply equations are given.

$$\text{Demand (Qd)} = 400 - 2P_x \text{ and } \text{Supply (Qs)} = 50 + 5P_x$$

Where P is the price in rupees and Q is the quantity demanded/supplied

- (a) Find the equilibrium Price and the Quantity. (04 Marks)
- (b) Find the excess demand and excess supply at the price of 40 and 60 (04 Marks)
- (c) Find the Consumer Surplus and Producer Surplus. (04 Marks)
- (d) Suppose government imposed a unit tax of **Rs: 02.00** to the above service.
 Calculate the new equilibrium price and the quantity. (04 Marks)
- (e) Calculate the total government revenue expected to be received based on the implementation of new tax. (04 Marks)

Question 03

Part - A

Consider a fleet of Homestay operation in Sri Lanka, following characteristics are Identified in the Home Stay Operation. Demand and Supply functions are given for further analysis.

$$\text{Demand (Qd): } Qd = 1200 - 8P$$



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$$\text{Supply (Qs) : } P = \frac{Qs - 200}{2}$$

Where Q is measured in quantity of rooms and P is for the price of a hotel room
 Use suitable curves and tables to explain your answers on following:

- Suppose the government offer subsidy on the Homestay Owner of
Rs 10 per room unit, calculate new equilibrium price and quantity in this market. (04 Marks)
- How much is the total subsidy expenditure is supposed to spend by the government. (03 Marks)
- What is the deadweight loss of the subsidy ? (03 Marks)

Part - B

Following demand and Supply functions are extracted from a Bathik Stall which sells tailor made Bathik clothes specially for international tourists.

$$Q_{dx} = 350 - 3P_x$$

$$Q_s = 150 + 7P_x$$

- Calculate the PED and interpret the Bathik clothes elasticity of demand and suggest what are the ways that more tourists could attract to Bathik Tourism Market.
 (Use point elasticity of demand at the price of Rs:10) (06 Marks)

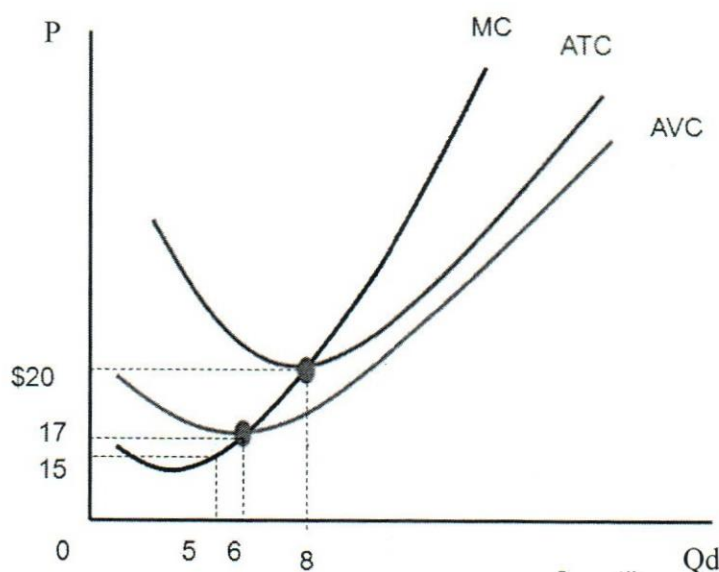


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- b) Cosco Restaurant provides Sri Lankan authentic food for the international tourists. The firm is at the long run and they are selling their products in a highly competitive market.

Identify the **Breakeven Point** and **Shutting Down Level** of the above firm using the following diagram. (04 Marks)



Question 04

- a) Analyze the trend of Tourism Foreign Exchange Earnings in Sri Lanka. (05 Marks)
- b) What are the economic benefits that Sri Lanka could gain by promoting **Ayurvedic Tourism** in rural areas. (05 Marks)
- c) Annalise the economic benefits of **Wedding Tourism** in Sri Lanka and suggests the ways of promotion of wedding tourism in Sri Lanka. (05 Marks)



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- d) Discuss the possible advantages and disadvantages of this Minimum Hotel Rates for Sri Lanka tourism development. (05 Marks)

Question 05

- a) Identify the economic impact of tourism of the following terms.
- i. Import leakage (02 Marks)
 - ii. Export leakage (02 Marks)
- b) Discuss the economic impact of the tourism interaction with different industries. Use suitable examples to support your answer. (08 Marks)
- c) "Promoting ecotourism leads to generate the positive economic benefits". Critically analyze the statement, (08 Marks)

Question 06

- (a) Briefly explain the black-market effect with the aid of an example. (Quote from Tourism Industry) (04 Marks)
- (b) Briefly explain the incidence of taxation with aid of a diagram. (Use elastic and inelastic supply of a tourism product) (06 Marks)
- (c) "A reduction of indirect taxes by a substantial margin would maximize the profit of SME's of tourism industry". Critically analyze the statement by annotating suitable diagram/s. (10 Marks)



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Question 07

- (a) Briefly explain the types of tourism subsidies offered by the government. (04 Marks)
- (b) Analyze the economic effect of subsidy for the homestay developers with the aid of a diagram. (06 Marks)
- (c) Discuss the impact of price floor and Minimum wage in the tourism industry. Annotate suitable diagram to support your answer. (10 Marks)

Question 08

Briefly explain the following terms with the aid of an example.
Answer only 4 Questions.

- a) Tourists Receipts
 - b) Tourism Indicators
 - c) Perfectly Competitive Market
 - d) Marginal Propensity to Consume (Leisure)
 - e) Elasticity of Tourism Demand
 - f) Tourism Supply
 - g) Cruise Tourism
 - h) Occupancy Rate
- (04*05 Marks)

-----END OF THE QUESTION PAPER-----



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Course CODE: BMgt 556

Year 2 Semester I

SEMESTER END EXAMINATION

Entrepreneurship Development for Tourism – THM 21032

- This paper consists of SEVEN (07) questions on FIVE (05) pages.
- Answer FOUR(04) questions including question 01.
- Only Non-programmable calculators are allowed.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2020.09.12

Pass mark: 40%

Time: 02 Hours

Question 01 (Compulsory)

Whitbread, Organization for Innovation

Whitbread is widely considered to be a highly professional and innovatory retailer.

It has successfully moved away from a product-oriented brewing culture to a customer-oriented marketing culture. In the fast-moving areas of food service, liquor and leisure retailing, constant innovation in both existing and new areas of business is required. Whitbread have a New Product Development Manager (at the time of writing this is Paul Kemp) responsible for new concept development in the restaurant area of their business.

Such an organizational commitment enables the development of a number of prototype businesses, the most successful of which can then be rolled out to additional sites. Examples of prototypes developed in this way include the Twenty-Two Degrees South Latin American restaurant concept and the Menu Market up-market food take-away



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Course CODE: BMgt 556

concept. Whitbread's size means that it can try out a number of promising concepts and be adventurous and aggressive.

At the same time, if a concept does not deliver the required returns on capital or the required degree of organizational fit, it will be discontinued. The company's financial resources are such that it can be relatively relaxed about the fact that some ideas will work, and some will not. Indeed, it can be argued that unless some concepts fail it is not being sufficiently adventurous.

Innovation is not limited to organic growth; the company's Special Projects Department can also investigate possible acquisitions. In December 1966, Whitbread bought the Bright Reasons restaurant business. The Special Projects Director was also responsible for rolling out Bright Reason's Bella Pasta chain and its operation during the roll-out phase. This illustrates that the boundary between new project innovations and operational responsibility need not be absolute. In fact, it can be argued that the discipline of initial operational responsibility is desirable for those involved in development. Of course, the potential danger is that the demands of operational responsibility deflect management attention away from further innovation.

Source: Caterer and Hotelkeeper, 8 January 1997; Financial Times

- a) Define the term of Prototype Business ? (05 Marks)
- b) What is organic growth of a business and briefly explain the factors affecting to organic growth of a firm. (08 Marks)
- c) Analyze the economic impact of developing small-scale business activities of a country. (12 Marks)



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Course CODE: BMgt 556

Question 02

- a) Identify Entrepreneur skills with the aid of an example. (05 Marks)
- b) Define the term of "Entrepreneurial Mind Set" with the aid of an example. (05 Marks)
- c) What is Large Scale Industries ? Describe the role of Large-Scale industries in Sri Lankan Tourism Industry. (05 Marks)
- d) "Entrepreneurial Traits" are not stable and change over time. Briefly explain the statement. (05 Marks)
- e) "Entrepreneurs Creates Jobs". Briefly explain the statement with the aid of an example. (05 Marks)

Question 03

- a) Briefly explain the entrepreneurship process with the aid of an example. (05 Marks)
- b) What factors affect the success rate of small businesses ? (05 Marks)
- c) Innovation and Creativity is absolutely important for an emerging entrepreneur. Briefly explain the statement. (05 Marks)
- d) Highlight the importance of a Solid Business Plan with the aid of an example. (05 Marks)
- e) "Creative Problem Solving is necessary for an emerging entrepreneur" Briefly explain the statement. (05 Marks)



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Question 04

- a) Briefly explain the significance of entrepreneurial trails with the aid of an example. (06 Marks)
- b) Explain four characteristics of a successful entrepreneur. (06 Marks)
- c) "Identifying business threats is important for a growth of a business." (06 Marks)
- d) Taking Business Risk is always a decisive factor. Explain the statement with aid of an example. (07 Marks)

Question 05

- a) Briefly explain the term of "Intrapreneurship" with aid of example. (05 Marks)
- b) Briefly explain the advantages of Business Acquisitions. (05 Marks)
- c) Identify the Characteristics of Limited Liability Company. (05 Marks)
- d) Briefly explain the term of "Inorganic Growth" with the aid of an example. (05 Marks)
- e) Briefly explain what is meant by Strategic Business Plan. (05 Marks)

Question 06

- a) Briefly explain the importance of intellectual property rights for an emerging entrepreneur. (05 Marks)
- b) Briefly explain the term of Trade Secrets with the aid of an example. (05 Marks)
- c) Identify the advantages and disadvantages establishing a franchise. (05 Marks)
- d) "Women empowerment in tourism industry is much needed for an economic growth". Briefly explain the statement by highlighting the women empowerment in the tourism industry. (10 Marks)



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Question 07

Briefly explain the following terms. You may quote suitable examples to support your answer. **Answer only 5 questions.**

- a) Drone Entrepreneur
- b) Social Entrepreneur
- c) SWOT Analysis
- d) Competitor Analysis
- e) Cash Budget
- f) Risk Mitigation
- g) Intellectual Property Rights
- h) Franchise
- i) Sole Proprietorship
- j) Feasibility Study Report

(5*05 Marks)

-----END OF THE QUESTION PAPER-----



Faculty of Management and Social Sciences
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 BMgt Hons in Tourism and Hospitality Management
 Course CODE: BMgt 556

Year 2 Semester I
SEMESTER END EXAMINATION
 Housekeeping and Accommodation Operations – THM 21023

- This paper consists of EIGHT (08) questions on SIX (06) pages.
- Answer FIVE questions including question 01.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2020.09.10

Pass mark: 40%

Time: 03 Hours

Question 01: (Compulsory)

Underline the most suitable answer or Mark "True" or "False"

- (a) Cleaning the kitchen is a responsibility of the Housekeeping Department.
 (.....) (01 Mark)
- (b) The biggest physical area of a hotel belongs to the Housekeeping Department.
 (.....) (01 Mark)
- (c) All soiled linen are stored in the linen room.
 (.....) (01 Mark)
- (d) Floor Pantry is a part of the Kitchen Department.
 (.....) (01 Mark)
- (e) Glass cleaner is a type of an acid cleaner.
 (.....) (01 Mark)

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- (f) Metal polishers are used only for tarnished items. (.....) (01 Mark)
- (g) Red colour dusters are used to clean the WC – Water Closet. (.....) (01 Mark)
- (h) Dusting cloths are brown in colour. (.....) (01 Mark)
- (i) Dust control mops are used for single solution mopping. (.....) (01 Mark)
- (j) Wet and dry Suction cleaning machines are available. (.....) (01 Mark)
- (k) Upholstery refers to (01 Mark)
- 1) Cushioned Chairs
 - 2) Mattress
 - 3) Pillows
 - 4) None of the above
- (l) Communication with other departments is the duty of the (01 Mark)
- 1) Linen Room Attendant
 - 2) Desk Attendant
 - 3) Room Attendant
 - 4) All of the above
- (m) Fine particles of different materials are known as (01 Mark)
- 1) Debris
 - 2) Dust
 - 3) Fume
 - 4) Grit

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- (n) What kind of soiling material is produced through a deep fryer? (01 Mark)
- 1) Greases
 - 2) Dust
 - 3) Grit
 - 4) Lint
- (o) Copper when tarnished causes a discolouration. (01 Mark)
- 1) Purple
 - 2) Green
 - 3) Black
 - 4) Brown
- (p) Which of the following is not a method to destroy insects (01 Mark)
- 1) Ultra Violet Light
 - 2) Pesticides
 - 3) Sticky Mats
 - 4) Disinfectant
- (q) What does IPM stand for? (01 Mark)
- 1) Interpreted Pest Management
 - 2) Integrated Pest Management
 - 3) Internal Post Management
 - 4) Integrated Pest Maintenance
- (r) Which is the most suitable method of cleaning for cigarette butts? (01 Mark)
- 1) Vacuum Cleaning
 - 2) Mopping
 - 3) Sweeping
 - 4) Dusting
- (s) Which of the following is the first step when cleaning a room? (01 Mark)
- 1) Knock on the door
 - 2) Switch on all lights
 - 3) Check for left behind items
 - 4) Park the trolley in the appropriate place

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- (t) Which of the following is the weakest cleaning agent? (01 Mark)
- 1) Water
 - 2) Acid Cleaners
 - 3) Abrasives
 - 4) Detergents

Question 02

- (a) List down 4 factors you would consider when selecting a cleaning method. (04 Marks)
- (b) What are the two (02) types of mopping and briefly explain each. (06 Marks)
- (c) Write short notes on any four (04) of the following cleaning methods along with the equipment used. (10 Marks)
- 1) Sweeping
 - 2) Suction Cleaning
 - 3) Scrubbing
 - 4) Buffing
 - 5) Crystallization

Question 03

- (a) Write down the steps of cleaning a departure room. (20 Marks)

Question 04

- (a) Draw the Housekeeping Organizational Structure (10 Marks)
- (b) Briefly explain the job description of any of the following two designations. (10 Marks)
- 1) Public Area Supervisor
 - 2) Desk Attendant

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3) Executive Housekeeper

4) Room Attendant

Question 05

- (a) Name the four different coloured dusters and the purpose of each. (04 Marks)
- (b) Name five (05) types of cleaning agents. (05 Marks)
- (c) What are the properties of a good detergent? (05 Marks)
- (d) Is water a good cleaning agent? Justify your answer. (06 Marks)

Question 06

- (a) What are soiling materials? (04 Marks)
- (b) Explain the difference between dust and lint. (04 Marks)
- (c) List down four (04) soiling materials and the cleaning method and equipment used for each? (12 Marks)

Question 07

- (a) Explain five (05) departments that the housekeeping department has to work closely and briefly explain the inter-departmental relationships among them. (10 Marks)
- (b) Draw up a table and list down the different types of pests you find in a hotel and the frequently found areas of these pests along with the common precautions that could be taken and the modern precautions that are taken. (10 Marks)

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Question 08

- (a) Write short note on any five (05) of the following sub departments (10 Marks)
1. Flower Room
 2. Linen and Uniform Room
 3. Housekeeping Desk
 4. Laundry
 5. Tailor Room
 6. Executive Housekeepers Office
 7. Floor Pantry
- (b) Explain the Lost and Found procedure in detail. (10 Marks)

-----END OF THE QUESTION PAPER-----



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Year 2 Semester I
SEMESTER END EXAMINATION
Typologies of Tourism – THM 21012

- This paper consists of SEVEN (07) questions on THREE (03) pages.
- Answer FOUR questions including question 01.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2020.09.08

Pass mark: 40%

Time: 02 Hours

Question 01: (Compulsory)

Sri Lanka is an island highly depending on tourism industry. Tourism is the 3rd largest foreign exchange earner to the country. Due to the pandemic the tourism industry has got highly affected; hotels, travel agencies, SMEs', direct and indirect employment etc.

As students learning typologies of tourism briefly elaborate on different types of tourism typologies that our country can promote to tourists right now. (25 Marks)

Question 02

Tourism sector consist of 3 main pillars; attractions, accessibility and amenities. If one of the components goes missing, then the country won't be able to practice the tourism industry.

- a) Elaborate on 3 As' of tourism and provide necessary examples? (10 Marks)
- b) Identify the role of accommodation in the tourism industry and analyze how the accommodation sector contributes to the economy of a country? (15 Marks)

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Question 03

Write an essay on any of below topics. Your Essay should contain minimum of 500 words.

1. Post- covid 19 and Sri Lanka tourism
2. Potentials of promoting wellness and ayurvedha tourism in Sri Lanka under the new normal scenario.
3. Global trends and patterns of Post-COVID 19
4. Potentials of developing senior tourism in Sri Lanka
5. Community based tourism as a way of promoting sustainable tourism
6. Leisure tourism vs MICE tourism (25 Marks)

Question 04

Adventure tourism is a physical activity that includes physical activity, cultural exchange and activities in nature.

1. Discuss about promoting Sri Lanka as an adventure tourism destination. (15 Marks)
2. Briefly explain the adventure tourism cycle? (10 Marks)

Question 05

The world is more concerned about the environmental impact and the future of the destinations. The concept of sustainable tourism is practicing in every country nowadays. The practice of sustainable tourism has become a major trend.

1. Identify the concept of sustainable tourism. (06 Marks)
2. Briefly explain about the sustainable tourism indicators. (09 Marks)
3. Explain the concept of quality vs quantity of Sri Lanka Tourism. (10 Marks)

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Question 06

“Implementation of rules and regulations in establishing the tourism projects create unnecessary problems”.

Discuss this statement. Identify the importance of tourism planning using appropriate examples. (25 Marks)

Question 07

Tourism can be thought of as a rather complicated activity that overlaps various different sectors of the society and economy. Without planning, it may generate several unwanted and unexpected impacts (World Tourism Organization, 1994)

1. What are the stages of Tourism Planning? (04 Marks)
2. What are the Basic steps of Tourism planning? (07 Marks)
3. Explain how the use of tourism typologies can assist the basic steps of the tourism planning process? (14 Marks)

-----END OF THE QUESTION PAPER-----



Year 2 Semester I
REPEAT EXAMINATION
Facilities Operations Management – THM 21053

- This paper consists of EIGHT (08) questions on FOUR (04) pages.
- Answer FIVE questions including question 01.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2020.01.21

Pass mark: 40%

Time: 03 Hours

Question 01: (Compulsory)

Facility managers, to one degree or another, have always been and will always be involved in emergencies and disasters which occur in their facilities.

- a) What is meant by emergency in a facility? (05 Marks)
- b) Discuss three types of potential man made emergencies (05 Marks)
- c) What are the natural emergencies could be occurred in a facility (05 Marks)
- d) Discuss three types of potential technological emergencies possible in a facility (05 Marks)

Question 02

- a) Describe the primary sources of income categories at hotel facility. (10 Marks)
- b) What is meant by Facility Management? (10 Marks)



Question 03

The most recent definition of facility management is “a profession that encompasses multiple disciplines to ensure functionality of the built environment by integrating people, place, process, and technology

- a) List down the common functions of facility Manager and (10 Marks)
- b) What are the sub functions of Facility Manager? (At least 5) (10 Marks)

Question 04

A Company is considering an investment of Rs 115,000. The useful life of the project is 10 years. The cut off period is three (3) years. The board of directors has identified two alternatives A and B. The expected annual cash flows are as follows:

Table 4.1 - Cash Flow

Cost or Cash Flow	Alternative A	Alternative B
Initial cost	(Rs115,000)	(Rs115,000)
Cash flow year 1	45,000	45,000
Cash flow year 2	40,000	35,000
Cash flow year 3	42,000	35,000
Cash flow year 4	40,000	35,000

- a) Calculate the payback period for the both projects (05 Marks)
- b) As facility manager in the company which project you will accept? (05 Marks)
- c) If the net present value for each of the cash flows were calculated at a 5% interest rate, What will be the cash flow and payback period for both projects. (10 Marks)



Question 05

Today, security is everyone's business. Because cost is always a governing factor, however, security plans must be balanced against the potential risk faced by the organization. Facility managers are responsible for operating and maintaining every aspect of a facility. As a result, they must be involved in the security planning from the outset

- a) What are the three components of the security? (05 Marks)
- b) The physical security component is focused on (05 Marks)
- c) Operational security involves people. (05 Marks)
- d) Technological security (05 Marks)

Question 06

A wedding Event in facility has the following activities and precedence relationships

Table 6.1 – Activity schedule

		Predecessor	Duration days
A	Create Guest list	none	1
B	Print the required information	A	7
C	Mail/Dispatch the information	B	7
D	Collect Invitee response	C	14
E	Prepare list of what to buy	C	3
F	Choose Bouquet	B	1
G	Shop for Dress, Shoes and Others	F	7
H	Tailoring the material and fitting	G	7
I	Select the menu	None	2
j	Find the caterer	I	2
k	Mobilize the caterer	D,H,J	1

With the use of the above data and information in the table



- a) Draw the network diagram (AON) for the event (05 Marks)
- b) Identify the critical Paths (05 Marks)
- c) Highlight the longest Path of the project (05 Marks)
- d) Calculate the expected event completion time? (05 Marks)

Question 07

Security in Hotel facilities are equipped with latest Electronic Security system

- a) List down at least three electronic security system (10 Marks)
- b) Explain their functions in details (10 Marks)

Question 08

- a) List down at least four outsource processes in a hotel facility (10 Marks)
- b) Discuss advantages and disadvantages of outsourcing processes to external service providers in facility management (10 Marks)

-----END OF THE QUESTION PAPER-----



Year 2 Semester I
REPEAT EXAMINATION
 Management Accounting for Tourism – THM 21062

- This paper consists of SEVEN (07) questions on SIX (06) pages.
- Answer FOUR questions including question 01.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2020.01.21

Pass mark: 40%

Time: 02 Hours

Question 01: (Compulsory)

Samadi expects to initiate a small hotel in the city of Colombo targeting foreign tourists. Following are the information collected from the finance department for 2019.

Table 1.1 - Amounts

Items	Amounts
Annual number of expected guests	15 000
Package price Per guest	\$50
Variable service cost per guest	\$25
Annual fixed costs	\$50 0000

Required:

- Calculate the break-even (05 Marks)
- Calculate the margin of safety (05 Marks)
- Calculate the expected profit for 2019 (05 Marks)
- Show the break even by using a graphical representation. (05 Marks)
- The business manager believes there could be an increase in costs in the coming year. Variable costs might increase by \$5 per guests, and, annual fixed costs



might increase by \$10 000. If this happens, the manager will want to raise the selling price to \$60 per guest. Therefore, if the business wants to make the same profit (as calculated in part c.), then, how many guests will they need to attract to achieve this same desired profit, if the above increases occur? (05 Marks)

Question 02

- (a) Discuss the factors to be considered in determining the pricing for a guest. (05 Marks)
- (b) List down the different types of budgets and its purposes. (05 Marks)
- (c) Briefly discuss the different classification of costs (based on nature and based on behavior) related to a business in hospitality industry with examples for those cost. (10 Marks)
- (d) Explain the cost controlling techniques that can be implemented by hospitably related business. (05 Marks)

Question 03

The following data has been provided for Sweety Eleganty Winterknits. Sweety Eleganty Winterknits sells 30% of its merchandise for cash and 70% on account. 60% of the sales on account are collected in the month of sale, 25% in the month following the sale, and 12% in the second month following the sale. The remainder is uncollectible. Sales forecasts for the listed four months of 2019 are as follows.

• Sales:

September	\$50 000
October	\$60 000
November	\$40 000
December	\$30 000



- On Nov 1 the company has a cash balance of \$9 000. Sweety Eleganty Winterknits always has a minimum cash balance of \$6 000 on the first of every month to cover urgent payments. Expected cash payments during November total \$42 000 and in December \$35 640. Sweety Eleganty Winterknits has overdraft facilities up to \$8 000 only.

Required:

- (a) Prepare a schedule of expected cash receipts from September, October, November and December 2019. (10 Marks)
- (b) Prepare a cash budget for the **two** months ended 31 December 2019 showing the expected cash balance at the end of each month.(It is not necessary to show a total column for the two months). (10 Marks)
- (c) On 31 December 2019 a payment of \$10 000 will be due on a bank loan. Will Sweety Eleganty Winterknits be able to pay the installment? Explain. (05 Marks)

Question 04

Hotel Tropical Villa was one of the hotels significantly affected its financial performance and financial position due to the Easter attack. Assume you are working this hotel as a management trainee and your management request you to submit a report on the strategy's hotel can execute to overcome the current financial crisis.

Required:

Prepare a report to the management suggesting the possible strategies to overcome the current financial crisis. (25 Marks)

Question 05

Lonak Pastry Limited has three principal departments in its production process: mixing, baking and packaging. In March 2019 the company incurs the following production overheads which it plans to allocate and apportion as follows between its three



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departments:

Table 5.1 - Basis of apportionment

	\$	Basis of apportionment
Factory rental and business rates	7000	Floor area
Factory cleaning	900	Floor area
Supervisory salaries	20000	No. of employees
Other indirect labour	15000	Floor area
Electricity	7000	Actual
Building maintenance	600	Actual
Insurance	1200	Floor area
Machinery depreciation	400	Machinery carrying amount



The following information is relevant for the apportionment of overheads:

Table 5.2 - Table of apportionment overheads

	Total	Mixing	Baking	Packaging
Floor area	8 000 sq. m.	3 500 sq. m.	4 500 sq. m.	1 000 sq. m.
Employees	10	5	4	5
Machinery NBV	£45000	£18 000	£20 000	£6 000
Electricity	£6 500	£2 100	£3 100	£1 200
Building maintenance	£650	£350	-	£270

Required:

Produce a schedule apportioning the overheads between the three departments (cost centers). (25 Marks)

Question 06

Oak plc. uses a standard costing system. The following information relates to the company's Acorn product for the month of May.

	Standard data	Actual data
Sales		
Sales Volume units	10,000	9,700
Selling Price per unit	25.00	26.50



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Production

Materials used per unit (kg)	1.50	1.80
Materials price per kg	8.00	8.30
Labour hours per unit	0.50	0.75
Labour rate per hour	10.20	11.50

Required:

Calculate the following variances:

- Sales Price
- Sales Volume
- Materials Price
- Materials Usage
- Labour Rate
- Labour Efficiency (25 Marks)

Question 07

- Explain the steps of Activity based costing (ABC) for an organization. (10 Marks)
- What are the differences between the marginal and absorption costing methods? (15 Marks)

-----END OF THE QUESTION PAPER-----



Year 2 Semester I
SEMESTER END EXAMINATION
Social Etiquettes for Tourism – THM 21071



- This paper consists of SEVEN (07) questions on FIVE (05) pages.
- Answer FOUR questions including question 01.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2019.09.10

Pass mark: 40%

Time: 02 Hours

Question 01: (Compulsory)

The movements and positions of our bodies which express our thoughts or feelings are what make up body language

- (a) What are the tips for positive body language?. Discuss the importance of having a positive body language for a hotel manager (10 Marks)
- (b) Business and Social Introductions and Self-Introduction are important in Tourism and Hospitality sector to build a lifelong industry relationship. Explain the correct ways of introducing others and yourself in a formal meeting. Build two discussions to explain your answers (10 Marks)
- (c) "You have one chance to make a first impression." Your handshake and/or greeting are part of that impression. Discuss the different handshaking ethics of five countries (05 Marks)



Question 02

Grooming deals with issues relating to the overall physical image presented by an individual. The way you groom could either enhance or tarnish your personality

- (a) What are the rules of thumb for business grooming? (05 Marks)
- (b) What are the carrier limitation behaviors of a professional and explain how to break those bad habits? (15 Marks)
- (c) Why should a person avoid any kind of gossip at workplace and how to avoid gossip? (05 Marks)

Question 03

Workplace meetings are an important element of tourism and hospitality businesses. Meetings enable employer and employees to communicate and share information, solve problems or resolve disputes, improve performance, build teamwork and move projects forward. These meeting can be formal or informal

- (a) Explain how to have an effective meeting and how to encourage people to attend meetings (10 Marks)
- (b) Discuss how you should dress and behave If you are Lunch or Dinner Meeting Guest (10 Marks)
- (c) What are the important things to follow If you are Lunch or Dinner Host? (05 Marks)



Question 04

Human beings are naturally social creatures - we crave friendships, relationships and positive interactions. Healthy relationships are also often necessary if a person hope to develop the career. Having good relationships in the workplace can boost the job satisfaction of you and others too.

- (a) Explain how you should build healthy relationships at workplace and show your presence in positive manner (10 Marks)
- (b) "Self-awareness doesn't stop you from making mistakes, it allows you to learn from them" Justify this statement (05 Marks)
- (c) Every person has a sense of self. Whether that sense of self is positive or negative is based upon. A person can have a better self-awareness using four elements. Explain "Who are You" with those four elements (05 Marks)
- (d) What are the three Components which define the person's self? (05 Marks)

Question 05

Workplace behavior is a combination of knowledge, attitude skills and many other elements. Your disposition, mood and feelings impact everything from your ability to make effective decisions to the level of your creativity and ability to work well with others.

- (a) "What you **believe affects what you think**, what you **think affects how you feel**, these **all lead to how you act**." Discuss this statement (10 Marks)
- (b) A person's every individual; action can affect the careers positively or negatively. Explain the actions effect careers. (15 Marks)



Question 06

- (a) What is a Cognac? Explain briefly. (05 Marks)
- (b) Name 3 alcoholic spirits. (03 Marks)
- (c) What are chasers? Name the chasers for the spirits that you have mentioned above. (05 Marks)
- (d) The main ingredient in Rum is (Barley, Fruits, Grapes, Sugar cane, Potatoes) please underline one of them. (02 Marks)
- (e) You generally consume meat with (Brandy, Champagne, White Wine, Red Wine) Please underline one of them. (02 Marks)
- (f) Champagne comes from (England, Germany, France, Scotland, Russia) Please underline one of them. (02 Marks)
- (g) What are Cocktails? Explain briefly (03 Marks)
- (h) What is a Garnish? Explain briefly (03 Marks)

Question 07

- (a) Who is a host? Give a brief explanation. (05 Marks)
- (b) Answer **10 of the following questions** by underlining True or False (02 Marks*5 = 10 Marks)
- i. When entertaining guests always host should take his seat before his guests. (True/False)
- ii. The term "Crockery" means all the forks and spoons that are placed on the table. (True/False)
- iii. During a western meal you take the bread from the bread basket and place it on your main plate to consume. (True/False)



- iv. You sit up straight and keep your elbows off the table especially when you are eating
(True/False)
- v. The term "Cutlery" is another word for all the spoons, forks and knives that are in
the Restaurant.
(True/False)
- vi. If there are two forks on the table set up, you always start with the closest fork to
your plate.
(True/False)
- vii. During a formal meal your water glass is the glass that is on your right side.
(True/False)
- viii. If you are a guest, it is proper to order the most expensive food that is on the Menu
unless it is suggested by the host.
(True/False)
- ix. During a normal conversation we say that you eat a soup and not drink a soup.
(True/False)
- x. In a formal setting your dessert cutlery is placed on top of your main plate.
(True/False)
- xi. It is proper always to go to the washroom to remove the food particles that are caught
in between your teeth even if the tooth picks are available on the table. (True/False)
- xii. When someone request to pass the salt, it is proper to pass the salt and the pepper
together.
(True/False)

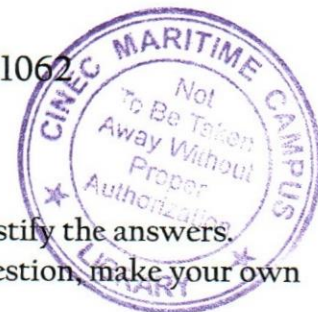
-----END OF THE QUESTION PAPER-----



Year 2 Semester I

SEMESTER END EXAMINATION

Management Accounting for Tourism – THM 21062



- This paper consists of SEVEN (07) questions on EIGHT (08) pages.
- Answer FOUR questions including question 01.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2019.09.07

Pass mark: 40%

Time: 02 Hours

Question 01: (Compulsory)

- (a) Explain the difference between financial accounting and management accounting. (05 Marks)
- (b) Discuss the benefits of cost and management accounting for the hospitality related business. (Provide examples) (05 Marks)
- (c) Briefly discuss the different classification of costs (based on nature and based on behavior) related to a business in hospitality industry with examples for those cost. (10 Marks)
- (d) Explain the cost controlling techniques that can be implemented by hospitably related business. (05 Marks)

Question 02

- (a) Briefly discuss the difference between marginal costing and absorption costing. (05 Marks)
- (b) Siri start a restaurant that sells ice cream. Following information are available for the year ended 30 June 2019.



	\$
Sales	100000
Raw material cost	24000
Direct labor cost	14000
Variable manufacturing overheads	9000
Fixed manufacturing overheads	7000
Variable distribution and administrative expenses	4500
Fixed distribution & admin. expenses	5000

Required:

Prepare income statement for the year ended 30 June 2019 based on both marginal (variable) and absorption costing. (10 Marks)

(C) Explain the process of calculating unit cost based on Activity based costing method (ABC). (10 Marks)

Question 03

Elvstrom Company operates a restaurant in Dubai and prepares monthly cash budgets. Provided below is a set of relevant data extracted from existing reports and the sub-budgets for the two months of September and October 2019.



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	September	October
Credit sales	\$314 000	\$412 000
Direct materials purchases	\$162 000	\$216 000
Direct labour	\$51 400	\$55 200
Manufacturing overhead	\$21 600	\$23 400
Marketing and administration expenses	\$39 000	\$39 000
Proceeds from sale of old equipment		\$8 200
Cash payment for new IT equipment	\$16 500	

All sales are on credit. Collections from debtors normally follow the following pattern: 60 per cent in the month of sale, 30 per cent in the month following the sale and 10 per cent in the second month following the sale. Fortunately, Elvstrom does not have much trouble with bad debts. Sales in June, July and August are expected to be \$295,000 \$266 000 and \$302 000 respectively. Direct material purchases are paid for in the month following the purchase. Purchases for August are estimated to be \$182 000. Manufacturing overhead includes \$12 500 for depreciation expense, while the marketing and administration expenses includes an amount off \$5600 for depreciation expenses. Elvstrom expects to be able to repay the principal on a \$50 000 loan in October.



Required:

- (a) Prepare a schedule for collections from debtors for the two months ending 31 October. (10 Marks)
- (b) Prepare a cash budget for September and October. The cash balance at 31 August is budgeted to be \$12 600. (06 Marks)
- (c) As part of its longer term plans, Elvstrom was hoping to commence a project to upgrade the grading of the hotel in the coming months. The project would require an initial cash commitment of \$30 000 in September. Management was hoping to fund this from the cash flows of the business. Does this seem feasible? (05 Marks)
- (d) If not, what are the options available to fund this project. (04 Marks)

Question 04

Amdi expects to initiate a hotel in the city of California USA. Following are the information collected from the finance department for 2019.

Items	Amounts
Annual number of expected guests	12 000
Package price Per guest	\$48
Variable service cost per guest	\$20
Annual fixed manufacturing costs	\$16 000
Variable marketing and distribution costs per guest	\$12
Annual fixed non-manufacturing costs	\$4 000

Required:

- (a) Calculate the break-even (05 Marks)
- (b) Calculate the margin of safety (05 Marks)
- (c) Calculate the expected profit for 2019 (05 Marks)



- (d) The business manager believes there could be an increase in costs in the coming year. Variable costs might increase by \$4 per guests, and, annual fixed manufacturing costs might increase by \$4 000. If this happens, the manager will want to raise the selling price to \$50 per guest. Therefore, if the business wants to make the same profit (as calculated in part c.), then, how many guests will they need to attract to achieve this same desired profit, if the above increases occur? (05 Marks)
- (e) What are the assumptions in breakeven analysis? (05 Marks)

Question 05

Amis Brevel Biscuits Limited has three principal departments in its production process: mixing, baking and packaging. In April 20X2 the company incurs the following production overheads which it plans to allocate and apportion as follows between its three departments:

	£	Basis of apportionment
Factory rental and business rates	7 910	Floor area
Factory cleaning	910	Floor area
Supervisory salaries	18 400	No. of employees
Other indirect labour	14 210	Floor area
Electricity	6 560	Actual
Building maintenance	632	Actual
Insurance	1 064	Floor area
Machinery depreciation	370	Machinery carrying amount



The following information is relevant for the apportionment of overheads:

	Total	Mixing	Baking	Packaging
Floor area	7 000 sq. m.	2 500 sq. m.	2 500 sq. m.	2 000 sq. m.
Employees	16	6	4	6
Machinery NBV	£44 400	£18 240	£20 040	£6 120
Electricity	£6 560	£2 160	£3 104	£1 296
Building maintenance	£632	£360	-	£272

Required:

Produce a schedule apportioning the overheads between the three departments (cost centers). (25 Marks)

Question 06

- (a) Explain the budgeting process of a hotel. (05 Marks)
- (b) What are the main functions of budgeting in a hotel? (05 Marks)
- (c) Briefly discuss the sources available in a hotel to collect the information in a hotel for budgetary control. (05 Marks)
- (d) The following data has been provided for Larrys' Kitchen. Larrys' Kitchen sells 25% of its food for cash and 75% on credit. 50% of the sales on credit are collected after one month of sale, 30% in the second month following the sale, and 16% in the third month following the sale. The remainder is uncollectible. Sales forecasts for the listed four months of 2019 are as follows.



• **Sales:**

May	\$100 000
June	\$60 000
July	\$70 000
August	\$80 000

- On July 1 the company has a cash balance of \$25 000. Expected cash payments during July total \$60 000 and in August total \$65 000.

Required:

Prepare a cash budget for the two months ended 31 August 2016 showing the expected cash balance at the end of each month. (It is not necessary to show a total column for the two months).

(10 Marks)

Question 07

- (a) Briefly discuss the process of establishing a standard costing system. (05 Marks)
- (b) A manufacturing concern, which has adopted standard costing, furnished the following information:

Standard Material for 70 kg finished product: 100 kg.

Price of materials: Re. 1 per kg.

Actual Output: 210,000 kg.

Material used: 280,000 kg.

Cost of material: Rs. 252,000.

Calculate: Material Cost Variances.

(10 Marks)

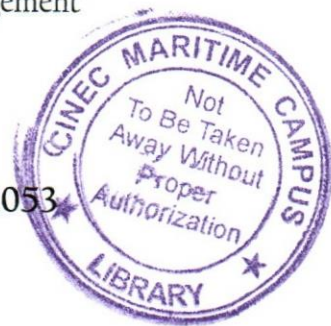


(c) Calculate Labor cost variance from the information:

(10 Marks)

Standard production	: 100 units
Standard Hours	: 500 hours
Wage rate per hour	: Rs. 2
Actual production	: 85 units
Actual time taken	: 450 hours
Actual wage rate paid	: Rs. 2.10 per hour

-----END OF THE QUESTION PAPER-----



Year 2 Semester I
SEMESTER END EXAMINATION
Facilities Operations Management – THM 21053

- This paper consists of EIGHT (08) questions on FOUR (04) pages.
- Answer FIVE questions including question 01.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2019.09.05

Pass mark: 40%

Time: 03 Hours

Question 01: (Compulsory)

The most recent definition of facility management is “a profession that encompasses multiple disciplines to ensure functionality of the built environment by integrating people, place, process, and technology

- a) List down the common functions of facility Manager and (10 Marks)
- b) List down the sub functions of Facility Manager? (At least 5) (10 Marks)

Question 02

For the process of effective Hotel building management, the various systems that are required by the facility.

- a) Discuss the systems needed by you as a facilities manager to support effective building management. (10Marks)
- b) Explain the purpose of each system (10Marks)

Question 03

The security in a hotel facility play major role in facility management

- a) What are the three components of the security in a facility (10 Marks)
- b) Discuss them with appropriate examples (10 Marks)



Question 04

The facility manager involved in both the planning for and the reaction to emergencies. In some organizations, the facility manager is the emergency manager.

- a) What are the categories of Emergencies? (10 Marks)
- b) Discuss them with appropriate example (10 Marks)

Question 05

Preparing for emergency is a continuous process. It involves a detailed and systematic examination of every aspect of a possible emergency, this is followed by sequences of logical steps which ultimately results in emergency plan of action.

- a) What are the six steps of emergency preparation (10Marks)
- b) Explain five stages of emergency response (10Marks)

Question 06

A Company is considering an investment of Rs 100,000. The useful life of the project is 10 years. The cut off period is three (3) years. The board of directors has identified two alternatives A and B. The expected annual cash flows are as follows:

Table 6.1: Cost and Cash Flow

Cost or Cash Flow	Alternative A	Alternative B
Initial cost	(Rs100,000)	(Rs100,000)
Cash flow year 1	35,000	35,000
Cash flow year 2	28,000	35,000
Cash flow year 3	32,000	35,000
Cash flow year 4	40,000	35,000

- a) Calculate the payback period for the both projects (05 Marks)
- b) As facility manager in the company which project you will accept? (05 Marks)



- c) If the net present value for each of the cash flows were calculated at a 10% interest rate, What will be the cash flow and payback period for both projects
(10 Marks)

Question 07

A Event in facility has the following activities and precedence relationships

Activity	Description of activity	Immediate Predecessor	Time days
A	Bring tables and chairs up from Basement and arrange hall		3
B	Pick up tablecloth from laundry and place on tables	A	2
C	Arrange place setting and Decorations	B	2
D	Fill water glasses	C	1
E	Turn oven on and perform equipment check	-	1
F	Prepare and cook and main course	E	3
G	Prepare salad and store	-	1
H	Seat guest	D	1
I	Plate salad and serve	G,H	2
J	Plate dinner and serve	F,I	1

With the use of the above data and information in the table

- Draw the network diagram (AON) for the event (05 Marks)
- Identify the critical Paths (05 Marks)
- Highlight the longest Path of the project (05 Marks)
- Calculate the expected event completion time? (05 Marks)



Question 08

Security in modern facilities are equipped with latest Electronic Security system

- a) List down at least three electronic security system (10 Marks)
- b) Explain their functions in details (10 Marks)

-----END OF THE QUESTION PAPER-----



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Faculty of Management, Humanities and Social Sciences

Department of Management and Business Studies

BMgt (Hons.) in Tourism and Hospitality Management

Course CODE: BMgt 556/557

Year 2 Semester I

YEAR END EXAMINATION

Tourism Economics – THM 21043



- This paper consists of EIGHT (08) questions on SIX (06) pages.
- Answer FOUR (05) questions including question 01.
- Only Non-programmable calculators are allowed.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2019.09.03

Pass mark: 40%

Time: 03 Hours

Question 01: (Compulsory)**Case Study**

Tourism has long been considered as one of the biggest incomes for Indonesia. Rich cultural diversity and the natural beauty of the lands is the main tourism attraction. The country realizes their potential and try to promote it internationally, especially to neighboring countries such as; Malaysia, Singapore and Australia. Other than the natural and cultural attraction, Indonesia is considered have a strategic location for business development. With millions of natural resources available in the country. Indonesia can attract business tourists to come and visit the country. However, the Bali bombing in 2002 makes the international tourist to be alerted and therefore damaging to the Indonesia tourist industry. Since then, the trauma of the Bali bombing continues to haunt the visitors. The heavy drugs laws and death penalty as the worst punishment will also frighten and deter the visitors that come to Indonesia.



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The report below will explain the impact of Bali tourism on Indonesia economic and demographic factors. Furthermore, it will analyze how the Bali bombing and harsh law will affect tourist decision when visiting Indonesia.

Historical account of Tourism and Bali

Rich local culture, great food, shopping, arts and craft and pulsating nightlife is some of the factor that makes Bali an interesting destination for Australian tourist (Bayes, 2007). Other than several reasons mentioned above, great surfing spot also have a significant role in luring the tourist to come to Bali. In addition; cheap prices of accommodation and services in Indonesia also supporting the tourist decision when visiting the island.

Large amount of tourist that arrives in Bali will increase the economic growth in the island even before they arrive in Bali; by paying the tax. The development of tourism sector will also affect the development of the infrastructure in Bali. The tourism and hospitality facility will absorb numerous workforces and will create a number of available jobs in Bali. Furthermore, Bali GDP has increased by 10% from 2010 to 2011 and it's recorded as 6.49% growth in regional GDP. Amongst the increase; service, trading, hotel and restaurant is up by 18.62% (Balivillaholydays, 2012).

Statistical information

Total foreign tourist arrivals to Bali in May 2012 hit 215,868 indicating a farther rise than May 2011 (204,489). On a cumulative basis, Bali foreign tourist arrivals for January through May 2012 1,131,462 demonstrating growth of 9.71% over the same period last year with 1,031,316 foreign tourists.



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- Identify the destination attraction of Bali using the above extract. (05 Marks)
- Briefly explain the benefits of increasing tourist's arrival into Bali. (05 Marks)
- Discuss the impact of tourism in Bali to the growth in economy of Indonesia. (10 Marks)

Question 02

- Two Resorts are offering products and services for different market segments for the domestic tourism industry in Sri Lanka. The following demand and supply equations are given.

$$\text{Demand (Qd)} = 60 - 2P \text{ and Supply (Qs)} = -60 + 4P$$

Where P is the price in rupees and Q is the quantity demanded/supplied

- Calculate the equilibrium price and quantity. (03 Marks)
 - Explain the difference between Unit Tax and Ad Valorem Tax (03 Marks)
- Consider a hotel accommodation market and assume that it is characterized by the following equations:

$$\text{Demand (Qd): } Qd = 100 - 8P$$

$$\text{Supply (Qs): } Qs = -20 + 2Q$$

Where Q is measured in quantity of rooms and P is for the price of a hotel room
Use suitable curves and tables to explain your answers on following:

- Suppose the government levies an excise tax on the hotelier of Rs 10 per room unit then calculate new equilibrium price and quantity in this market.

(02 Marks)



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- ii. What is the net price that the hotelier can gain for a room of the hotel after the tax is implemented? (02 Marks)
- iii. How much tax revenue is collected by the government when it implements the tax? (02 Marks)
- iv. Calculate the total incidence or burden of the tax on a tourist and the hotelier. (02 Marks)
- v. Explain why different tax incidences/burden on tourist and hotelier in this market. (02 Marks)
- vi. What is the deadweight loss created by the tax? (02 Marks)
- vii. What is the change in consumer surplus and supplier surplus as a result of this tax? (02 Marks)

Question 03

- a) *"Push"* factors are associated with increased tourism demand of tourist destinations.
 - i. Briefly explain push factors with aid of an example. (04 Marks)
 - ii. Analyze the importance of Push Factors in developing inbound tourism in Sri Lanka? (06 Marks)
- b) *"Pull"* factors are directly involved with the supply side of tourism industry rather than the demand side.
 - i. Briefly explain pull factors with aid of an example. (04 Marks)
 - ii. Examine how these factors are critical for inbound tourism development in Sri Lanka . (06 Marks)



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Question 04

- a) What is meant by Price Ceiling of a market and how does it affect the consumers under price mechanism? (05 Marks)
- b) What is meant by Price Floor and how does it affect the producers under price mechanism? (05 Marks)
- c) Briefly explain the Minimum Hotel Rates set for the hotel industry in Sri Lanka recently. (05 Marks)
- d) Discuss the possible advantages and disadvantages of this Minimum Hotel Rates for Sri Lanka tourism development. (05 Marks)

Question 05

- a) Briefly explain the key characteristics of the following market structures:
 - i. Perfectly Competitive Market
 - ii. Oligopoly
 - iii. Monopolistic Competition
 - iv. Oligopolistic Market (08 Marks)
- b) If all tourism firms operated in 'perfectly competitive markets', what benefits would be generated to consumers and suppliers? Use a diagram to support your answer. (12 Marks)

Question 06

"Three government policy aims are the redistribution of income, economic growth and price stability".

- a) Explain what these are aims. Explain your answer with aid of an example from tourism Industry. (06 Marks)
- b) What are the measures that the government implement to redistribute the tourism income in Sri Lanka. (06 Marks)
- c) Briefly explain the tourism foreign exchange earnings contribution to the economic growth of Sri Lanka. (08 Marks)



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Question 07

“One feature of many mixed economies is that governments may intervene by giving subsidies to some producers”

- a) Identify the three questions faced by every type of economic system. (03 Marks)
- b) What is meant by a subsidy? Quote an example from Tourism Industry in Sri Lanka (07 Marks)
- c) Explain, using a demand and supply diagram, how a subsidy can affect the equilibrium price and equilibrium quantity in a market. (10 Marks)

Question 08

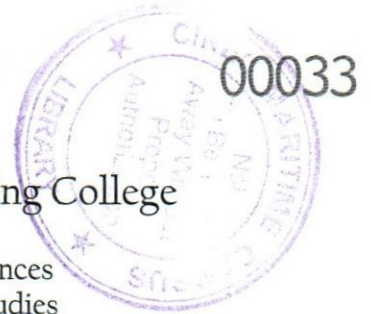
Briefly explain four of the following terms with the aid of an example.

- a) Income Distribution
- b) Tourism Indicators
- c) Trend in Tourists arrival
- d) Agrotourism
- e) MICE Tourism
- f) Natural Monopoly (05 Marks*4 = 20 Marks)

-----END OF THE QUESTION PAPER-----



Library



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Department of Management and Business Studies

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Year 2 Semester I

SEMESTER END EXAMINATION

Entrepreneurship Development for Tourism – THM21032

- This paper consists of SEVEN (07) questions on FIVE (05) pages.
- Answer FOUR (04) questions including question 01.
- Only Non-programmable calculators are allowed.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2019.08.31

Pass mark: 40%

Time: 02 Hours

Question 01: (Compulsory)

Which Form Is Best ?

Watoma Kinsey and her daughter Katrina are about to launch a business that specializes in children's parties. Their target audience is upscale families who want to throw unique, memorable parties to celebrate special occasions for their children between the ages of 5 and 15. The Kinseys have leased a large building and have renovated it to include many features designed to appeal to kids, including special gym equipment, a skating rink, an obstacle course, a mockup of a pirate ship, a ball crawl, and even a moveable haunted house. They can offer simple birthday parties (cake and ice cream included) or special theme' parties as elaborate as the customer wants. Their company will provide magicians, clowns, comedians, jugglers, tumblers, and a variety of other entertainers.

Watoma and Katrina have invested \$45,000 each to get the business ready to launch. Based on the quality of their business plan and their preparation, the Kinseys have



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negotiated a \$40,000 bank loan. Because they both have families, the Kinseys want to minimize their exposure to potential legal and financial problems. A large portion of their start-up costs went to purchase a liability insurance policy to cover the Kinseys in case a child is injured at a party. If their business plan is accurate, the Kinseys will earn a small profit in their first year (about \$1,500) and a more attractive profit of \$16,000 in their second year of operation. Within five years, they expect their company to generate as much as \$50,000 in profits. The Kinseys have agreed to split the profits-and the workload-equally.

If the business is as successful as they think it will be, the Kinseys eventually want to franchise their company. That, however, is part of their long-range plan. For now, they want to perfect their business system and prove that it can be profitable before they try to duplicate it in the form of franchises.

As they move closer to the launch date for their business, the Kinseys are reviewing the different forms of ownership.

- a) What factors should the Kinseys consider as they try to choose the form of ownership that is best for them ? (05 Marks)
- b) Which form(s) of ownership would you recommend to the Kinseys ?
Explain your answer with suitable facts. (10 Marks)
- c) Which form(s) of ownership would you recommend the Kinseys to **avoid** ?
Explain your answer with suitable facts. (10 Marks)



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Question 02

- a) Define entrepreneurship and explain the difference between Entrepreneur and a manager. (05 Marks)
- b) Briefly describe five characteristics of an entrepreneur. (05 Marks)
- c) What is Small Scale Industries ? Describe the role of Small-Scale industries in Sri Lankan Tourism Industry. (05 Marks)
- d) Explain the difference between Small Scale industries and Large-Scale industries with reference to the tourism Industry. (05 Marks)
- e) What is the difference between Left Brained thinking and Right Brained thinking? How does its relevance to the development of entrepreneurship skills ? (05 Marks)

Question 03

- a) "Basic problem of a family business is its leadership succession "Briefly explain the statement with the aid of an example (05 Marks)
- b) What are the factors to be considered when analyzing the competition of a small scale business in tourism?. (05 Marks)
- c) Identify a tourism business and conduct a SWOT analysis for the selected company. (05 Marks)
- d) Highlight the importance of a Solid Business Plan with the aid of an example. (05 Marks)
- e) Briefly describe the disadvantages of Buying out a micro scale business in Tourism industry. (05 Marks)



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Question 04

- a) Explain the difference between debt capital and equity capital. (05 Marks)
- b) Describe the disadvantages of drawing more debt capital in to a small-scale firm. (05 Marks)
- c) Explain the benefits of preparing a budget in the business plan. (05 Marks)
- d) What is operating budget ? Briefly Explain the aim of a budget in business plan. (05 Marks)
- e) Identify the characteristics of successful entrepreneur and unsuccessful entrepreneur. (05 Marks)

Question 05

- a) Briefly explain the terms of "Entrepreneurship" and "Intrapreneurship" (05 Marks)
- b) Briefly explain the terms of Business Acquisitions and Business Mergers. (05 Marks)
- c) Briefly explain the advantages and disadvantages of a Sole Trader (05 Marks)
- d) Briefly explain the disadvantages of a Partnership Business. (05 Marks)
- e) How can a business determine the right price of the product, in this essence explain all the determinants of pricing a product for a small tourism organization. (05 Marks)

Question 06

- a) Briefly explain the advantages of establishing a partnership agreement (05 Marks)
- b) Define the Social Entrepreneur with the aid of an example. (05 Marks)
- c) Briefly explain the significance of Social Entrepreneurship. (05 Marks)
- d) What are the challenges faced by the Social Enterprises in Sri Lanka. (05 Marks)



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- e) "Women empowerment in tourism industry is much needed for an economic growth". Briefly explain the statement by highlighting the women empowerment.

(05 Marks)

Question 07

Briefly explain **five (05)** of following terms. You may quote suitable examples to support your answer.

- a) Entrepreneurial Sociological Theory
- b) Entrepreneurial Innovation Theory
- c) Entrepreneurial Psychological Theory
- d) Serial Entrepreneurs
- e) Feasibility Study Report
- f) Creativity Process Model
- g) Fundamental Features of a Business Plan
- h) Entrepreneurial Marketing

(04 Marks * 5 = 20 Marks)

-----END OF THE QUESTION PAPER-----



Year 2 Semester I
SEMESTER END EXAMINATION
Housekeeping and Accommodation Operations – THM 21023

- This paper consists of EIGHT (08) questions on SIX (06) pages.
- Answer FIVE questions including question 01.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2019.08.29

Pass mark: 40%

Time: 03 Hours

Question 01: (Compulsory)

Draw the following:

- (a) Housekeeping department structure. (05 Marks)
- (b) Explain the areas and its functions. (15 Marks)

Question 02

- (a) Explain what a Hotel Linen Room is. (05 Marks)
- (b) List 8 points to consider when designing a linen room. (08 Marks)
- (c) What are the 3 main sections that linen can be categorized? (03 Marks)
- (d) Give 4 main factors to be considered before planning linen. (04 Marks)

Question 03

Explain the following:

- (a) Explain what lost & found is. (02 Marks)
- (b) What stands for OPL? (01 Marks)
- (c) List 8 points to consider when planning on promised laundry. (08 Marks)
- (d) What is night turn down service? (02 Marks)
- (e) Name 4 key types used in hotels and explain them. And who they are handled by. (07 Marks)



Question 04

- (a) What are the main objectives of hotel housekeeping? (03 Marks)
- (b) What does SOP stand for? (01 Marks)
- (c) What is an organizational structure of a hotel? (03 Marks)
- (d) Disciplinary action against staff would be taken by which department? (01 Marks)
- (e) State 6 reasons why the Housekeeping Department is important. (12 Marks)

Question 05

There are 8 Different room statuses. Name and explain each of them. (20 Marks)

Question 06

Explain the relationship and coordination of Housekeeping with the following departments: (20 Marks)

- (a) Engineering/Maintenance.
- (b) Front Office.
- (c) Security.
- (d) Human Resources.
- (e) Kitchen.
- (f) Food & Beverage.
- (g) Accounts.

Question 07

- (a) Write 5 good hygiene standard housekeeping staff should follow. (10 Marks)
- (b) Name 5 hotel types found in Sri Lanka. (05 Marks)
- (c) Name 5 room amenities. (05 Marks)



Question 08

Circle the most appropriate answer:

(01 Mark * 20 = 20 Marks)

- (a) Effective staff scheduling for Housekeeping should be handles by:
- a. H.R. Department
 - b. Supervisors
 - c. E. H. K.
 - d. Table Operator
- (b) Another name for flat work ironing machine:
- a. Calendar Machine
 - b. Dry Cleaner
 - c. Body Press
 - d. Steam
- (c) Caddy is:
- a. Another name for service trolley
 - b. Used to place toilet chemicals & other cleaning items.
 - c. Used to collect garbage.
 - d. Used to collect sanitary napkins.
- (d) Another name for the mitering of the corner of the bedsheet:
- a. Quilt corner
 - b. Envelop corner
 - c. Four corners
 - d. Bedsheet corner
- (e) An abrasive is:
- a. A machine
 - b. Polishing Device
 - c. Cuts the dirt off on the surface
 - d. Chemical



- (f) Numbering of hotel floors done:
- a. As per the number of rooms on the floor
 - b. As per SOP's
 - c. Size of the rooms
 - d. By the floors
- (g) Another name for a family room
- a. Triple room
 - b. Vacant room
 - c. Interconnecting room
 - d. Out of order room
- (h) Star classification of the hotels determines the:
- a. Facilities offered by the hotel
 - b. Type of clientele
 - c. Number of rooms the hotel has
 - d. All mentioned above
- (i) Operating & non-revenue producing department in a hotel:
- a. Maintenance
 - b. Laundry
 - c. Telephone
 - d. Travel Desk
- (j) Housekeeping trolley is:
- a. Used in the linen room
 - b. Taken chemicals for public area cleaning
 - c. Used for room cleaning
 - d. Not used for any of above



- (k) Linen par levels refer to:
- Linen stock
 - New linen
 - Stock taking
 - Discarded linen
- (l) A quality of an effective manager:
- Grooming should not be a quality
 - Be an example to the staff
 - Always suspect the staff
 - Should be always behind the staff
- (m) Normal practice in hotel for par levels would be:
- 4.5 pars
 - 5 pars
 - 3.5 pars
 - 4 pars
- (n) Water extractor machine in a hotel laundry will:
- Wash linen
 - Dry linen
 - Remove stains
 - Press Linen
- (o) Status of a checkout rooms would be:
- Ready for the arrivals
 - Guests about to leave the room
 - Dirty room in clean position
 - Dirty



- (p) Cost of poor housekeeping:
- Safety shoes
 - Masks
 - Wash hands always
 - Injuries for electrical problems
- (q) Directing staff in an organization will:
- Benefit its operations
 - Not be Cost effective
 - Not be an essential action
 - Not make profits
- (r) In a hotel meal plan, what does H/B stand for:
- Set Menu
 - Half Board
 - Half Billing
 - Half Room
- (s) A public restroom is:
- For babysitting
 - For valet attendant to rest
 - Lobby toilet
 - Staff restroom
- (t) King bedroom has:
- 2 Beds placed together
 - 3 beds
 - 1 Large bed
 - Used only for rich guests.

-----END OF THE QUESTION PAPER-----



Year 2 Semester I
SEMESTER END EXAMINATION
Typologies of Tourism – THM 21012



- This paper consists of SEVEN (07) questions on THREE (03) pages.
- Answer FOUR questions including question 01.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly.

Date: 2019.08.27

Pass mark: 40%

Time: 02 Hours

Question 01: (Compulsory)

Tourism can be thought of as a rather complicated activity that overlaps various different sectors of the society and economy. Without planning, it may generate several unwanted and unexpected impacts (World Tourism Organization, 1994)

- (a) What are the stages of Tourism Planning? (04 Marks)
- (b) What are the Basic steps of Tourism planning? (07 Marks)
- (c) Explain how the use of tourism typologies can assist the basic steps of the tourism planning process (14 Marks)

Question 02

There are many different types of tourism that explain why tourists choose a particular destination and the things that they expect to do when they are there.

- (a) Explain the differences between domestic tourism and international tourism (05 Marks)
- (b) Explain two broader classifications of Tourism with appropriate examples (05 Marks)
- (c) Discuss how responsible tourism can create better places for people to live in and better places for people to visit (15 Marks)



Question 03

Write an essay on any of below topics. Your Essay should contain minimum of 500 words
(25 Marks)

- (a) Nature-based Adventure Tourism as a tool to promote Sri Lanka among adventure lovers around the world
- (b) The importance of encouraging and promoting Domestic Tourism in Sri Lanka
- (c) A comparison on Mass Tourism Vs Alternative Tourism
- (d) Community based Tourism as a tool to the development of local community and poverty alleviation
- (e) Potentials to promote Culinary Tourism in Sri Lanka
- (f) Cultural Tourism in Sri Lanka

Question 04

Tourist typology models are useful because of the fact that they highlight the broad diversity of tourists

- (a) Explain Cohen's Tourist Typology (1972) with appropriate examples (05 Marks)
- (b) Explain Smith's Tourist Typology with appropriate examples (14 Marks)
- (c) Briefly Explain the Middleton and Clarke's six ways of segmenting markets in Travel and Tourism (06 Marks)

Question 05

Adventure travel is a type of tourism, involving exploration or travel to remote, exotic and possibly hostile areas. There are many countries which are famous for breathtaking adventure travel experiences. **Costa-Rica, Thailand, New Zealand and Mexico** are few of those adventure-seeker's paradises.

Discuss about the Adventure Tourism in any of the above-mentioned countries. Your answer should be explained under below areas

- (a) About the destination (location, main tourist attractions, tourist statistics, etc.)

(05 Marks)



- (b) Adventure attractions and activities in the destination selected (06 Marks)
- (c) SWOT Analysis (10 Marks)
- (d) Comparison with adventure tourism in Sri Lanka (04 Marks)

Question 06

Cave tourism is a fairly recent conception in tourism that involves prehistoric structures, As a form of special interest tourism

- (a) Give a brief introduction about caves and cave tourism (05 Marks)
- (b) Caves Play a multiple role in attractions. What are those (05 Marks)
- (c) Discuss the importance of developing Cave Tourism concept in Sri Lanka with special reference to Pahiyangala cave, Batadomba Lena cave, Waulpane cave and Beli Lena cave. (15 Marks)

Question 07

There are many types of tourist destinations. Those depend on the forms of tourism and are identified separately,

- (a) Briefly explain the forms of tourist destinations as explained by the European Commission (05 Marks)
- (b) Discuss the main categories of tourist destinations with relevant examples (10 Marks)
- (c) Tourists are attracted by several features of tourism destinations. Briefly explain those features and provide examples for your answers (10 Marks)

-----END OF THE QUESTION PAPER-----



Lignun

CINEC Campus

Faculty of Management, Humanities and Social Sciences

Department of Logistics & Transport

Undergraduate Foundation Programme

Course CODE: COM530

FINAL EXAMINATION
Mathematics -MATH10301

- This paper consists of EIGHT questions on FOUR (04) pages.
- Answer FIVE (05) Questions including Question 01.
- Calculators are not allowed.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.
- Write legibly

Date: 2019.08.26

Pass mark: 50%

Time: 03 Hours

Question 01 (Compulsory)

(a) Evaluate $(2\frac{1}{4})^{\frac{5}{2}}$

(b) Factorize $x^2 - 3x + 2$

(c) Find the set of values for which; $2(4x - 5) - 2x \leq 2(x - 4)$

(d) An arc of a circle of length 25cm subtends an angle of 7 radians at the centre of the circle. Calculate the radius of the circle.

(e) Find the equation of the straight line which passes through the points (-1,3) and gradient equals 2

(f) Find and equation of the perpendicular bisector of the line AB where A (0,3) and B (4,0)

(g) Find the sum of first 10 terms of the arithmetic series $2+(-5)+(-12)\dots$



(h) A geometric series has first term 40 and common ratio 2. Find the 15th term

(i) Differentiate $y = -x^3 + 7x$

(j) Differentiate $y = (x + 5)(x - 4)$

(2*10 Marks)

Question 02

Plot on the same axes the graphs of $y = \cos x$ and $y = \cos x + 3$ for $0 \leq x \leq 360^\circ$.

(20 Marks)

Question 03

(a) P, Q and R are the points (1,1), (4,-3) and (7,0) respectively. Prove that the angle PQR is not a right angle. (05 Marks)

(b) If P, Q, and R are three vertices of the rectangle PQRS, Calculate;

(i) The coordinates of the points of intersection of the diagonals of the rectangle. (05 Marks)

(ii) The coordinates of S. (05 Marks)

(iii) The area of the rectangle. (05 Marks)

Question 04

(a) Simplify following exponential functions.

$$Y = e^{(-2x+1)} \cdot (e^2) / e^{(3x+2)} \quad (05 \text{ Marks})$$

(b) Solve following equations for X in terms of Y

$$Y = bc e^{(x+b)} \quad (a, b \text{ are constants.}) \quad (05 \text{ Marks})$$

(c) Solve the following System

$$\begin{aligned} \text{(i)} \quad & \log_y(x) = 4 \\ \text{(ii)} \quad & x y = 243 \end{aligned} \quad (05 \text{ Marks})$$



(d) Solve the simultaneous equations;

$$2x + 3y = 46$$

$$x + 2y = 14$$

(05 Marks)

Question 05

The first three terms of a geometric series are 5, $5(0.7)$, and $5(0.7)^2$ respectively.

(a) Calculate the sum of first 10 terms of the geometric series (05 Marks)

(b) Find the common ratio of the geometric series (05 Marks)

(c) Find the sum to infinity of the geometric series. (05 Marks)

(d) Is this series is a convergent series? (05 Marks)

Question 06

Consider $f(Y) \equiv 2Y^3 - 4Y^2 - 7Y + 14$

(a) Show that $(Y - 2)$ is a factor of $f(Y)$. (05 Marks)

(b) Factorise $f(Y)$ completely. (05 Marks)

(c) Sketch the curve $f(Y)$ (05 Marks)

(d) Find the coordinates of the turning points of the curve f (05 Marks)



Question 07

(a) Simplify $\sqrt{24} + \sqrt{36} - 4\sqrt{12}$ (05 Marks)

(b) Find the set of values of x for which $2x^2 - x - 3 > 0$ (05 Marks)

(c) Divide $(-3x^5 + x^4 - 2x^3 - 4x^2 + 12x - 9)$ by $(x^2 + x - 6)$ (05 Marks)

(d) Rationalize the denominator of $\frac{24}{3(\sqrt{5}-\sqrt{2})}$ (05 Marks)

Question 08

Differentiate followings

(a) $Y = 2X^4(2X^3+6)$

(b) $Y = \sin(2x) + 5\sin(3x - 3)$

(c) $Y = -6x^2 + 2x - 5$

(d) $Y = 4x^{-\frac{7}{2}} + 7x^{-\frac{3}{2}} + 4\sqrt{x}$

(e) $Y = \cos(x - 1) + \sin(x+3)$

(4*5 Marks)

----- END OF THE QUESTION PAPER -----