

Part B- Essay Questions

Answer three (03) questions including Question no 01.

Marks allocated: Forty Five Marks (45)

- 1) "A restaurant depends largely on certain departments for effective functioning. Smooth coordination is important" Do you agree? Justify your answer with suitable examples.
(15 Marks)
- 2) All front line personnel are required to enhance the ability to communicate effectively coupled with certain manners and the etiquette associated with genteelness. Briefly explain the basic etiquette that should be followed by restaurant staff.
(15 Marks)
- 3) Suppose that you are going to open a small hotel in Badulla area where main restaurant has been already planned for serving foods for the customers. Considering the business process of the restaurant, you are required to draft a restaurant floor plan.
(15 Marks)
- 4) The numbers of staff in the restaurant and their duties depend on the size and the nature of the restaurant operation. Draft an organizational hierarchy of a restaurant and explain the duties and responsibilities of each personnel in your draft.
(15 Marks)

