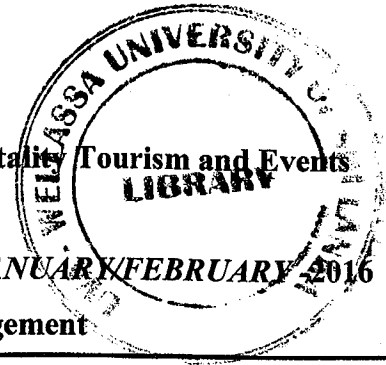


**Uva Wellassa University**  
**Faculty of Management**  
**Degree of Bachelor of Business Management in Hospitality, Tourism and Events**  
**Management**



**THIRD YEAR SECOND SEMESTER EXAMINATION – JANUARY/FEBRUARY 2016**

**HTE 112-2 Room Divisions Management**

**Instructions to candidates:**

No. of pages : Three (03)  
No. of questions : Six (06)  
Time allocation : Two (02) Hours  
Marks allocated : 100 Marks

**Answer any Four (04) questions**

01.

- i. Front office is the nerve center of a hotel property. Discuss  
(10 Marks)
- ii. Hotel industry is filled with different concepts that shaped the products and services offered. Describe following concepts.  
Atrium Concept Design  
Limited Service Hotels  
Technology advances  
Marketing emphasis  
Total Quality Management  
(15 Marks)

02.

- i. Describe following sales indicators which practiced in hotel industry.  
Occupancy Percentage  
Average Daily Rate  
Yield Percentage  
(4\*3=12  
Marks)
- ii. Differentiate following types of lodging facilities  
Hotels, Motels, All Suites, Extended Service Hotels  
(08 Marks)

iii. Briefly describe the role of reservation manager in a hotel

(05 Marks)

03.

i. There are four different business affiliations in hospitality industry. Briefly describe with relevant example.

(12 Marks)

ii. List down daily functions of desk clerk in front office in a hotel.

(07 Marks)

iii. The position of the Front Office Manager can encompass many duties. Briefly discuss.

(08 Marks)

04.

i. Discuss the responsibilities of housekeeping department in a hotel?

(07 Marks)

ii. Describe the duties and responsibilities of following housekeeping staff members.

Executive Housekeeper

Public area supervisor

Linen room supervisor

Florist

Guestroom attendants

(10 Marks)

iii. What are the factors need to be kept in mind while selecting furniture for the guest rooms?

(08 Marks)

05.

i. What are the major Cleaning agents used in housekeeping operations?

(05 Marks)

ii. Differentiate following different types of guest rooms



Quad room  
Suite room  
Cabana  
Adjoining room  
Adjacent rooms  
Penthouse  
Lanai  
Queen room

(08 Marks)

- iii. Discuss the daily routines and systems of housekeeping employees in a hotel.

(12 Marks)

06.

- i. What is the need for effective telephone techniques in hotel operations?

(08 Marks)

- ii. *Briefly discuss the effective complaint handling procedure of a hotel?*

(07 Marks)

- iii. Describe major public areas that housekeeping department is responsible to clean in a hotel.

(10 Marks)