



PAST PAPERS

<i>Faculty</i>	<i>Department / Section/Division</i>
<i>Not Applicable</i>	<i>Learning Resource Centre</i>

Past Papers

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

**BMgt. (Hons) in Tourism and Hospitality
Management
(Year 2 – Semester II)**

2022

<i>Document Control & Approving Authority</i>	<i>Senior Director – Quality Management & Administration</i>
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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 556/557

Year 2 Semester II
SEMESTER END EXAMINATION
Business Statistics for Tourism Industry – THM 22142

- This paper consists of SEVEN (07) questions on TEN (10) 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.
- Formulae sheet and three statistical tables are attached.

Date: 2022.08.20

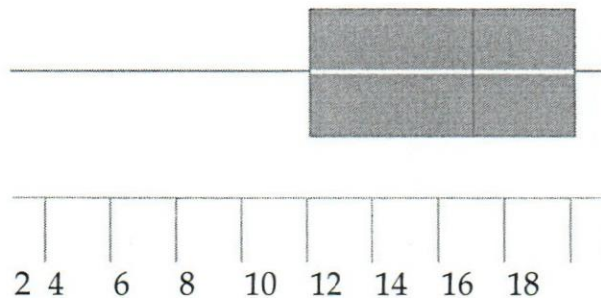
Pass mark: 40%

Time: 02 Hours

Question 01

(a) Underline the most suitable answer/s

1) Consider the boxplot below.



Which of the following statements are true?

- I. The distribution is skewed left.
- II. The interquartile range is about 8.
- III. The median is about 10.

- A. I only
- B. II only
- C. III only
- D. I and II
- E. II and III

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- 2) Which of the following is a discrete random variable?
- I. The average weight of a randomly selected group of boys.
 - II. The number of students registered at CINEC in 2018
 - III. Space available in the Dean's office in square meters
- A. I only
 - B. II only
 - C. III only
 - D. I and II
 - E. II and III
- 3) A simple random sample consists of four observations: {1, 3, 5, 7}. Based on these sample observations, what is the best estimate of the standard deviation of the population?
- A. 2
 - B. 2.58
 - C. 6
 - D. 6.67
 - E. 3
- 4) A population consists of four observations: {1, 3, 5, 7}. What is the variance?
- A. 2
 - B. 4
 - C. 5
 - D. 6
 - E. 3
- 5) If $E(X) = 2$, what is the value of $E(3X + 2)$
- I. 2

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- II. 8
 - III. 6
 - IV. 4
 - V. 5
- 6) If $V(X) = 3$, what is the value of $V(3X + 2)$?
- I. 11
 - II. 9
 - III. 29
 - IV. 27
 - V. 20
- 7) In quality control of manufactured items, the most common measure of dispersion is
- I. Quartile Deviation
 - II. Range
 - III. Standard Deviation
 - IV. Inter quartile range
 - V. Variance
- 8) In a Poisson probability distribution
- I. The mean and standard deviation of the distribution are the same (equal)
 - II. The mean and variance of the distribution are the same (equal)
 - III. The probability of success is always greater than 5
 - IV. The number of trials is always less than 5
 - V. It always contains a contingency table

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9) If X and Y are two events with $P(X) = a$, $P(Y) = b$ and $P(X \cap B) = c$. What is the value of $P[X' \cap (A \cup B)]$

- I. $1 - a + b + c$
- II. $a - c$
- III. $b - c$
- IV. $1 + a + b - c$
- V. $a + b - c$

10) Consider the statements given below.

1. The arithmetic mean of a frequency distribution is a weighted average, the weight being the frequencies of classes.
2. If a distribution has the longer tail towards left, it is said to be a negatively skewed distribution
3. Measures of kurtosis are not relevant for a skewed distribution.

Which of the above statement/s is/are correct?

- (A) 1. Only
- (B) 2. Only
- (C) 3. Only
- (D) 1 and 2 only
- (E) All 1., 2. And 3.

(10 Marks)

(b) Identify the variable type of the variables given below

(05 Marks)

Variable Name	Qualitative	Quantitative	
		Discrete	Continuous
1. Gender			
2. No of members in your family			

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3. Payment method (Cash/Card/Cheque)			
4. Price of a mobile phone			
5. Number of national schools in western province			

(c) Identify the measurement scale of the variables given below (10 Marks)

Variable Name	Measurement Scale			
	Ordinal	Nominal	Interval	Ratio
1. Gender				
2. No of members in your family				
3. Payment method (Cash/Card/Cheque)				
4. Price of a mobile phone				
5. Number of national schools in western province				
6. Per capita income				
7. Gross monthly salary of a person				
8. Anemic status of a child (Anemic or Non anemic)				
9. Haemoglobin level in blood of a person				
10. Blood sugar level of a person				

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Question 02

A manufacturing company is considering two methods of checking the quality of production of the batches of items it produces.

METHOD I:

- A random sample of size 10 is taken from a large batch and the batch is accepted if there are no defectives.
- If there is only 1 defective, then another sample of size 10 is taken and the batch is accepted if there are no defectives in the second sample.
- Otherwise the whole batch is rejected.

METHOD II

- A random sample of size 20 is taken from a large batch and the batch is accepted if there is at most ONE defective in the sample.
- Otherwise, the whole batch is rejected.

The factory knows that 1% of items produced are defective and wishes to use the method of checking the quality of production for which the probability of accepting the whole batch is largest.

- (a) Calculate the probability that the batch is accepted according to the METHOD I (10 Marks)
- (b) Calculate the probability that the batch is accepted according to the METHOD II (10 Marks)
- (c) Suggest the most suitable method for the organization (05 Marks)

Question 03

- (a) State whether the following could be modelled by a Poisson distribution or not.

Justify your answer.

- (i) The number of misprints on a page in the first draft of a book.
- (ii) Number of bacteria in 1m^3 of water.

(06 Marks)

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- (b) Suppose that faults of in a Cotton Fabric occur at random, with an average of one per 10 square meters. This can be modeled as a Poisson Random variable.
- (i) Identify the parameter/s of Poisson Distribution (02 Marks)
 - (ii) Write the Probability density function of the Poisson Distribution (02 Marks)
 - (iii) What is the probability that 10 square meter fabric will have no faults (05 Marks)
 - (iv) What is the probability that 10 square meter fabric will have at most 01 faults (05 Marks)
 - (v) What is the probability that 20 square meter fabric will have at least 2 faults. (05 Marks)

Question 04

The lifetime of a certain kind of a LED bulb has a normal distribution with mean 500 hours and standard deviation of 50 hours.

Find the probability that,

- (a) The percentage of bulbs with a lifetime of at least 600 hours
- (b) The percentage of bulbs with a lifetime of at most 650 hours
- (c) The percentage of bulbs with a lifetime between 375 hours and 675 hours
- (d) Find the minimum lifetime of the best 5% of the bulbs
- (e) If the manufacturer of the LED bulbs is willing to claim only 5% warranty claims of his production, calculate the warranty period of the manufacturer.

(5 Marks * 5 = 25 Marks)

Question 05

- (a) If $P(X) = \frac{1}{2}$, $P(XUY) = \frac{3}{4}$ and $P(Y') = \frac{5}{8}$
- (i) Find $P(X' \cap Y')$
 - (ii) Find $P(X'UY')$



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- (iii) Find $P(X \cap Y)$
 (iv) State whether event X and Y are independent

(03 Marks *4 = 12 Marks)

(b) The probability that a doctor will diagnose Covid 19 correctly is 0.8. the probability that a Covid 19 patient will die by his treatment after correct diagnosis is 0.3. The probability that a patient with Covid 19 will die after not diagnosing the disease correctly is 0.7. if a Covid 19 patient died, find the probability that the doctor had diagnose the Covid 19 correctly using Baye's theorem. (07 Marks)

- (c) Four married couples have bought 08 seats in the same row for a cinema. In how many different ways can they be seated; (06 Marks)
- (i) With no restrictions
 (ii) If each couple is to sit together
 (iii) If all men sit together to the right of all the women

Question 06

(a) A quality control inspector tested nine samples of each of three designs A, B and C of certain bearing for a new electrical winch. The following data are the number of hours it took for each bearing to fail when the winch motor was run continuously at maximum output, with a load on the winch equivalent to 1.9 times the intended capacity.

A :	16	16	53	15	31	17	14	30	20
B :	18	27	23	21	22	26	39	17	28
C :	31	16	42	20	18	17	16	15	19

- (i) Calculate mean, median, range and standard deviation for each group

(16 Marks)

- (ii) Suggest which design is best. Justify your answer

(04 Marks)

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- (iii) The mean monthly salaries paid to 100 employees of the above company was USD 50,000.

The mean monthly salaries paid to male and female employees were USD 52,000 and USD 42,000 respectively.

Determine the number of males and females employed by the company.

(05 Marks)

Question 07

- (a) If A and B are two events. If $A \subseteq B$ Prove that $P(A) \leq P(B)$ (05 Marks)

- (b) In an experiment to study the relationship of hypertension and smoking habits, the following data collected for 180 individuals:

	Non Smokers	Moderate Smokers	Heavy Smokers
Hypertension	21	36	30
No hypertension	48	26	19

If one of these individuals is selected at random, find the probability that the person is

- (i) experiencing hypertension, given that the person is a heavy smoker. (05 Marks)
 (ii) a nonsmoker, given that the person is experiencing hypertension. (05 Marks)
- (c) In each of the following situations, explain what graphical display you would use to present the information most appropriately. Do a sketch of the display highlighting the important aspects that should be considered in those graphs.

- (i) Student Coordinator of the Faculty of Management at CINEC Campus should present the number of students recruited for the Logistics Degree programme for the period of 2012 to 2022. (02 Marks)

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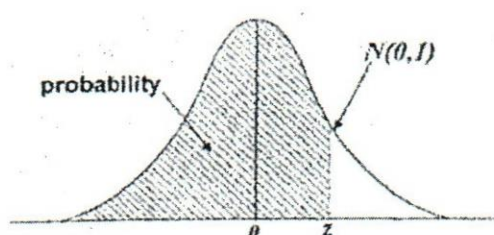
- (ii) Student Coordinator of the Faculty of Management at CINEC Campus needs to present, the number of male and female students eligible for the undergraduate programme from each of the streams: Mathematics, Bio-Sciences, Commerce and Arts. (04 Marks)
- (iii) Course Coordinator of the Faculty of Management at CINEC Campus needs to compare marks obtained by first year undergraduate students for Mathematics and Business English modules. (04 Marks)

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



Faculty of Management and Social Sciences
 Department of Logistics & Transport
 BMgt Hons in Supply Chain Management
 Course CODE: COM552

The Standardised Normal Distribution Table



The distribution tabulated is that of the normal distribution with mean zero and standard deviation 1. For each value of Z , the standardized normal deviate, (the proportion P , of the distribution less than Z) is given. For a normal distribution with mean μ and variance σ^2 the proportion of the distribution less than some particular value X is obtained by calculating $Z = (X - \mu) / \sigma$ and reading the proportion corresponding to this value of Z .

Z	P	Z	P	Z	P
-4.00	0.00003	-1.00	0.1587	1.05	0.8531
-3.50	0.00023	-0.95	0.1711	1.10	0.8643
-3.00	0.0014	-0.90	0.1841	1.15	0.8749
-2.95	0.0016	-0.85	0.1977	1.20	0.8849
-2.90	0.0019	-0.80	0.2119	1.25	0.8944
-2.85	0.0022	-0.75	0.2266	1.30	0.9032
-2.80	0.0026	-0.70	0.2420	1.35	0.9115
-2.75	0.0030	-0.65	0.2578	1.40	0.9192
-2.70	0.0035	-0.60	0.2743	1.45	0.9265
-2.65	0.0040	-0.55	0.2912	1.50	0.9332
-2.60	0.0047	-0.50	0.3085	1.55	0.9394
-2.55	0.0054	-0.45	0.3264	1.60	0.9452
-2.50	0.0062	-0.40	0.3446	1.65	0.9505
-2.45	0.0071	-0.35	0.3632	1.70	0.9554
-2.40	0.0082	-0.30	0.3821	1.75	0.9599
-2.35	0.0094	-0.25	0.4013	1.80	0.9641
-2.30	0.0107	-0.20	0.4207	1.85	0.9678
-2.25	0.0122	-0.15	0.4404	1.90	0.9713
-2.20	0.0139	-0.10	0.4602	1.95	0.9744
-2.15	0.0158	-0.05	0.4801	2.00	0.9772
-2.10	0.0179	0.00	0.5000	2.05	0.9798
-2.05	0.0202	0.05	0.5199	2.10	0.9821
-2.00	0.0228	0.10	0.5398	2.15	0.9842
-1.95	0.0256	0.15	0.5596	2.20	0.9861
-1.90	0.0287	0.20	0.5793	2.25	0.9878
-1.85	0.0322	0.25	0.5987	2.30	0.9893
-1.80	0.0359	0.30	0.6179	2.35	0.9906
-1.75	0.0401	0.35	0.6368	2.40	0.9918
-1.70	0.0446	0.40	0.6554	2.45	0.9929
-1.65	0.0495	0.45	0.6736	2.50	0.9938
-1.60	0.0548	0.50	0.6915	2.55	0.9946
-1.55	0.0606	0.55	0.7088	2.60	0.9953
-1.50	0.0668	0.60	0.7257	2.65	0.9960
-1.45	0.0735	0.65	0.7422	2.70	0.9965
-1.40	0.0808	0.70	0.7580	2.75	0.9970
-1.35	0.0885	0.75	0.7734	2.80	0.9974
-1.30	0.0968	0.80	0.7881	2.85	0.9978
-1.25	0.1056	0.85	0.8023	2.90	0.9981
-1.20	0.1151	0.90	0.8159	2.95	0.9984
-1.15	0.1251	0.95	0.8289	3.00	0.9986
-1.10	0.1357	1.00	0.8413	3.50	0.99977
-1.05	0.1469			4.00	0.99997



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Course CODE: BMgt 556

Year 2 Semester II
REPEAT EXAMINATION
Health and Safety in Tourism – THM 22132

- This paper consists of SEVEN questions on TWO (02) 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: 2022.08.16

Pass mark: 40%

Time: 02 Hours

Question 01: (Compulsory)

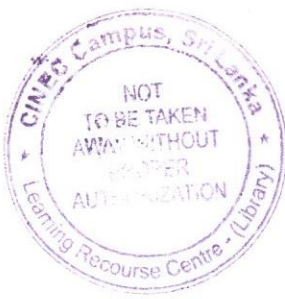
“The COVID-19 pandemic has raised concern about health and safety in the tourism industry. How can the tourism industry's stakeholders develop policies and procedures to guarantee the safety of the country as a travel destination?” (25 Marks)

Question 02

“The work of the workforce is crucial to the tourism industry. For the objective of generating income and achieving the organizational goals and objectives, taking care of the workers on the job is essential. Describe what occupational safety is and the vulnerabilities to health and safety that can arise at work.” (25 Marks)

Question 03

“The training and development programs must be followed by all personnel working in the tourism sector after COVID 19. The borders of Sri Lanka are now open for foreign visitors. Prepare a suitable training program covering the necessary topics to ensure that the industry's personnel are prepared to receive them. (25 Marks)



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Question 04

"Any hotel or individual eatery should place a high priority on food safety and hygiene. Give a detailed explanation of this statement and the significance of implementing hygienic practices in your establishment while mentioning the relevant laws and regulations.

(25 Marks)

Question 05

"The number of tourists entering the nation is less due to the Easter Sunday attack and post-COVID 19 political violations. Describe how the hospitality and tourism sectors might be negatively affected by health and safety concerns.

(25 Marks)

Question 06

Interpret the concepts of visitor management and carrying capacity using appropriate examples and state the importance of looking into both the concepts when practicing tourism in a destination.

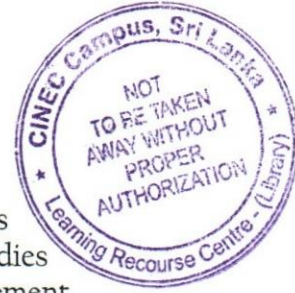
(25 Marks)

Question 07

When it comes to the guest satisfaction due to the practice of visitor management negative consequences can occur where the guests would be dissatisfied. Interpret how the hosting destination can make the guests satisfied by following visitor management and carrying capacity.

(25 Marks)

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



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Year 2 Semester II
SEMESTER END EXAMINATION
Business Statistics for Tourism – THM 22142

- This paper consists of SEVEN (07) questions on THIRTEEN (13) 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.
- Formulae sheet and three statistical tables are attached.

Date: 2022.03.27

Pass mark: 40%

Time: 02 Hours

Question 01: (Compulsory)

- 1) Consider the statements given below and identify the correct statement/s
 - A. The data collected through newspapers can be considered as primary data.
 - B. Making a inferences about the population by studying a random sample is a misuse of statistics
 - C. Statistics does not study an individual value
 - A. a. only
 - B. b. only
 - C. c. only
 - D. a. and b. only
 - E. b. and c. only
- 2) Consider the statements given below and identify the correct statement/s
 - A. Histogram can be constructed for a frequency distribution with unequal class intervals
 - B. Stem-and-leaf plot is a horizontal histogram

- C. When summarizing data using stem-and-leaf plot, the original data are not preserved in it.
- A. a. only
 - B. b. only
 - C. c. only
 - D. a. and b. only
 - E. b. and c. only
- 3) Consider the statements given below and identify the correct statement/s
- A. Ratio scale has no absolute zero point
 - B. There is no relationship among the subgroups in nominal scale of measurement.
 - C. Ratio scale variables can be used for mathematical operations.
- A. a. only
 - B. b. only
 - C. c. only
 - D. a. and b. only
 - E. b. and c. only
- 4) The sample space for a certain random experiment is $S = \{a_1, a_2, a_3, a_4\}$
- A. $P(a_1) = \frac{1}{2}, P(a_2) = \frac{1}{2}, P(a_3) = \frac{1}{4}, p(a_4) = \frac{1}{5}$
 - B. $P(a_1) = \frac{1}{2}, P(a_2) = 0, P(a_3) = \frac{1}{4}, p(a_4) = \frac{1}{4}$
 - C. $P(a_1) = \frac{3}{2}, P(a_2) = \frac{1}{2}, P(a_3) = (-\frac{1}{4}), p(a_4) = \frac{1}{5}$
 - D. $P(a_1) = \frac{1}{2}, P(a_2) = \frac{5}{2}, P(a_3) = \frac{1}{4}, p(a_4) = \frac{1}{5}$
 - E. $P(a_1) = \frac{1}{2}, P(a_2) = \frac{1}{2}, P(a_3) = \frac{1}{4}, p(a_4) = (-\frac{1}{5})$

Answer below question 5 to 8 using below.

If A and B are two events with $P(A) = a$ and $P(B) = b$ and $P(A \cap B) = c$.

- 5) What is the value of $P(A \cup B)$
- A. $a + b - c$
 - B. $a + b + c$

- C. $a - b + c$
- D. $a - b - c$
- E. $-a + b + c$

6) What is the value of $P(A' \cap B)$

- A. $a + c$
- B. $a - c$
- C. $b + c$
- D. $b - c$
- E. $a - b$

7) What is the value of $P(A \cap B')$

- A. $a + c$
- B. $a - c$
- C. $b + c$
- D. $b - c$
- E. $a - b$

8) what is the value of $P[A \cup (A' \cap B)]$

- A. $a + b - c$
- B. $a + b + c$
- C. $a - b + c$
- D. $a - b - c$
- E. $-a + b + c$

9) Which of the following statements are true?

- I. Categorical variables are the same as qualitative variables.
 - II. Categorical variables are the same as quantitative variables.
 - III. Quantitative variables can be continuous variables.
- A. I Only
 - B. II Only
 - C. III Only

D. I and III

E. I and II

10) Four friends take an IQ test. Their scores are 96, 100, 106, 114. Which of the following statements is true?

I. The mean is 103.

II. The mean is 104.

III. The median is 100.

IV. The median is 106.

A. I only

B. II only

C. III only

D. IV only

E. II and III

11) For a slightly skewed distribution, mode and mean values are recorded as 22 and 24. What is the median value of this distribution?

A. 20

B. 21

C. 22

D. 23

E. 25

12) What is the most suitable diagram to represent the total value with the component values?

A. Pie chart

B. Simple Bar chart

C. Histogram

D. Box plot

E. Line chart

- 13) The mean of a distribution is 33, the median is 34, and the mode is 35.5. it is most likely that this distribution is
- A. Positively skewed
 - B. Symmetric
 - C. Negatively skewed
 - D. Asymptotic
 - E. Right skewed
- 14) According to the empirical rule, approximately what percentage of the data should lie within $\mu \pm 2\sigma$
- A. 68%
 - B. 75%
 - C. 99.7%
 - D. 95.7%
 - E. 95%
- 15) Which of the following statements are true?
- I. The mean of a population is denoted by μ .
 - II. Sample size is never bigger than population size.
 - III. The population mean is a statistic.
- A. I only.
 - B. II only.
 - C. III only.
 - D. All of the above.
 - E. II and III
- 16) Which of the following is a discrete random variable?
- I. The average weight of a randomly selected group of boys.
 - II. The number of students registered at CINEC in 2018
 - III. Space available in the Dean's office in square meters
- A. I only
 - B. II only

- C. III only
- D. I and II
- E. II and III

17) Which one of the following is a probability sampling method?

- A. Systematic Sampling
- B. Quota Sampling
- C. Snowball Sampling
- D. Judgmental Sampling
- E. Convenient Sampling

18) Sampling is simply a process of learning about the on the basis of a sample drawn from it.

- A. Census
- B. Population
- C. Group
- D. Area
- E. Research

19) A variable is a variable whose values can theoretically take on an infinite number of values within a given range of values.

- A. Random
- B. Continuous
- C. Discrete
- D. Categorical
- E. Both C and D

20) The variance of 15 observation is 4. If each observation is increased by 9, variance of the resulting observation is,

- A. 2
- B. 36
- C. 4

D. 5

E. 6

21) The mean and variance of 7 observations are 8 and 16. If 5 observations are 2, 4, 10, 12, 14, a, b. What are the values of the 'a' and 'b' observations?

A. $a = 8, b = 6$ B. $a = 8, b = 8$ C. $a = 9, b = 6$ D. $a = 8, b = 9$ E. $a = 4, b = 11$

22) Consider the 3 data sets A, B and C given

Data set A: 2 3 7 1 3 2 3

Data set B: 7 5 9 12 5 3 8

Data set C: 4 4 11 7 2 3 4

Which one of the following statement/s true?

A. Mean of data set A = Mode of Data set C

B. Mean of data set C = Median of data set B

C. Median of data set B = Mode of data set A

D. Mean, median and mode of data set A is equal to 4

E. Mean, median and mode of data set A is equal to 3

23) In a moderately symmetric distribution, what is the relationship between mean, median and mode?

A. $\text{Mode} = 2 \text{ median} - 3 \text{ mean}$ B. $\text{Mode} = 3 \text{ median} - \text{mean}$ C. $\text{Mode} = 3 \text{ median} - 2 \text{ mean}$ D. $\text{Mode} = 3 \text{ median} + 2 \text{ mean}$ E. $\text{Mode} = 2 \text{ median} + 3 \text{ mean}$

24) If $E(X) = 6$, what is the value of $E(2X + 1)$

A. 12

B. 6

- C. 13
- D. 7
- E. 5

25) If $V(X) = 5$, what is the value of $V(2X + 5)$?

- A. 15
- B. 20
- C. 25
- D. 18
- E. 10

(25 Marks)

Question 02

(a) Write the characteristics of Bernoulli Trial

(04 Marks)

(b) Statistics lecturer is designing a Multiple Choice Question (MCQ) paper for a mid-semester examination. For students answering the test at random, the lecturer requires that the mean score of the test to be 20 and the standard deviation should be 4. Assume that each question has the same number of alternative answers.

Assuming the Binomial distribution to formulate the above scenario,

- (i) Find the value of 'P' (05 Marks)
- (ii) Using the value of 'P', Find how many alternative answers each question should have? (07 Marks)
- (iii) Find the number of questions to be included in the paper? (09 Marks)

Question 03

(a) If $P(X) = \frac{1}{2}$, $P(X \cup Y) = \frac{3}{4}$ and $P(Y') = \frac{5}{8}$

- (i) Find $P(X' \cap Y')$
- (ii) Find $P(X' \cup Y')$
- (iii) Find $P(X' \cap Y)$
- (iv) State whether event X and Y are independent (3*4 Marks)

- (b) In a manufacturing firm, production department consists of 5 mechanical engineers and 3 electronic engineers. Maintenance department consists of 4 mechanical engineers and 5 electronic engineers. One engineer needs to be selected from both departments to form a committee of 2 engineers for special purpose.

Find the probability that one of them would be a Mechanical engineer and the other person would be an electronic engineer. (05 Marks)

- (c) The probability that a doctor will diagnose Covid 19 correctly is 0.8. the probability that a Covid 19 patient will die by his treatment after correct diagnosis is 0.3. The probability that a patient with Covid 19 will die after not diagnosing the disease correctly is 0.7. if a Covid 19 patient died, find the probability that the doctor had diagnose the Covid 19 correctly using Baye's theorem. (08 Marks)

Question 04

The lifetime of a certain kind of a LED bulb has a normal distribution with mean 500 hours and standard deviation of 50 hours.

Find the probability that,

- The percentage of bulbs with a lifetime of at least 600 hours
- The percentage of bulbs with a lifetime of at most 650 hours
- The percentage of bulbs with a lifetime between 375 hours and 675 hours
- Find the minimum lifetime of the best 5% of the bulbs
- If the manufacturer of the LED bulbs is willing to claim only 5% warranty claims of his production, calculate the warranty period of the manufacturer.

(5*5 Marks)

Question 05

- (a) The number of accidents in a particular expressway was monitored over a long period of time. Average number of accidents per month was found to be 1.5 and the standard deviation was 1.23. An accident investigator wants model the number of accidents in the expressway. He suggests to use the Poisson Distribution to model the number of accidents in the expressway.

- (i) Comment on the suggestion made by the Accident Investigator. Justify your answer (05 Marks)

Assuming Poisson Distribution to model the above scenario,

Find the probability that,

- (ii) Not more than two accidents occur in a month. (04 Marks)
(iii) At least one accident occur in a month (04 Marks)
(iv) At most 3 accidents occur in a two months period. (05 Marks)

(b) Chamal is an Inter-university basketball player. He is a 70% free throw shooter. That means his probability of making a free throw is 0.70. Mark is the coach of Chamal, need to calculate the probability that Chamal makes his first free throw on his fifth shot.

- (i) Write the suitable probability distribution to model the above case (02 Marks)
(ii) Write the Probability density function of the above suggested model (02 Marks)
(iii) Calculate the probability that Chamal makes his first free throw on his fifth shot. (03 Marks)

Question 06

Dean of the Faculty of Management is deciding the best way to evaluate the performance of the academic staff members in the faculty. He used 4 criterion given below to evaluate the performance of the academic staff members.

Criteria 1: Lecturer Evaluations

Criteria 2: Research Strength

Criteria 3: Publications

Criteria 4: Student Feedback

Marks obtained by 10 academic staff members (in 100%) of the faculty is given below.

Table 6:1 - Marks obtained

#	Lecturer Evaluation	Research Strength	Publications	Students Feedback
Staff Member 1	46	52	34	79
Staff Member 2	69	59	45	33
Staff Member 3	74	39	67	64
Staff Member 4	41	63	70	49
Staff Member 5	59	70	43	66
Staff Member 6	50	51	38	53
Staff Member 7	73	39	36	64
Staff Member 8	46	32	78	72
Staff Member 9	78	32	60	66
Staff Member 10	76	62	79	30

- (a) Find the mean, median, mode and standard deviation for each criterion. (08 Marks)
- (b) Comment on the statistics calculated above (03 Marks)
- (c) Find the best performing academic staff member by giving the equal weight to each criterion. (06 Marks)
- (d) Find best performing academic staff member by giving the following weight to each criterion. (08 Marks)
- **Criteria 1: Lecturer Evaluations - 20%**
 - **Criteria 2: Research Strength - 40%**
 - **Criteria 3: Publications - 35%**
 - **Criteria 4: Student Feedback - 5%**

Question 07

(a) CINEC HR - team is interested in measuring the employee satisfaction of its employees. All academic and non-academic staff members will be taken into consideration in conducting this survey.

Team HR wants to check the impact of below factors on the employee job satisfaction.

- Salary
 - Promotion Criteria
 - Performance Evaluation
 - Job Role
 - Career development opportunities
- (i) Identify TWO demographic variables needed to be collected from the respondents of the above study. (02 Marks)
- (ii) Write the measurement scale of the above identified variables. (02 Marks)
- (iii) Identify the population of the above study. (02 Marks)
- (iv) Assume that this research proposal is approved by the Board of Directors on 27th March 2022, and research team needs to complete the survey and submit Employee Satisfaction survey report on or before 31st May 2022. Suggest a suitable data collection method for the above study, justify your answer. (03 Marks)
- (b) Upon completion of data collection, research team wants to illustrate following situations in graphical representation. Suggest the best possible graph to illustrate below cases, indicating the important aspects that should be considered when creating the graph. (Constructing exact measurements is not required, but a sketch can be drawn.) (2*3 Marks)
- (i) Assume that job satisfaction of employees is measured using the 5-point Likert scale. (1- Strongly dissatisfied to 5 - Strongly satisfied)
Research team wants to illustrate the overall job satisfaction of its employees.
- (ii) Research team wants to illustrate the job satisfaction by employee type (Academic and Non-academic)
- (iii) Research team wants to illustrate the job satisfaction by the number of years in service (in years)
- (c) Part of the questionnaire used to the above study is given below. Identify the variable type (categorical, Numerical discrete, Numerical continuous) and the measurement scale of the above listed variables in the questionnaire. (10 Marks)

Job Satisfaction Questionnaire

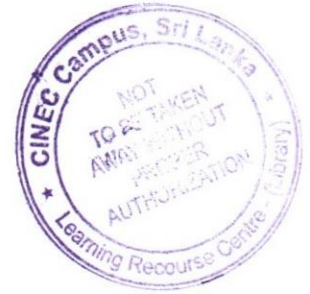
1. Gender: (Male = 1, Female = 2)
2. Employee Type: (Academic = 1, Non-academic = 2)
3. Service time in years:
4. What is your Gross Monthly Income?
5. What is your overall job satisfaction: (1 - Strongly Dissatisfied, 2- Somewhat dissatisfied, 3 - Neutral, 4 - Somewhat satisfied, 5 - Strongly satisfied)

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



00025

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Year 2 Semester II
SEMESTER END EXAMINATION
Health and Safety in Tourism – THM 22132

- This paper consists of SEVEN 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: 2022.03.19

Pass mark: 40%

Time: 02 Hours

Question 01: (Compulsory)

“Visitor management refers to all the management tools and interventions that regulate the movement and behavior of visitors in a destination. This is being practiced explicitly and implicitly in any destination, attraction, accommodation and tourist transport options.”

Define the concept of visitor management and elaborate the main components of visitor management model using relevant examples. (25 Marks)

Question 02

“The detrimental effects of carrying capacity can cause environmental, socio cultural and economic negative impact to any tourism destination.” Explain how the excessive number of tourists impacting on a tourism destination using Doxy’s Irritation index.” Use examples when it’s required. (25 Marks)

Question 03

“Food poisoning occurs because of the single mistake in the given process may be because of the in capabilities of the management to identify and prevent the hazards. In order to



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prevent food poisoning from occurring, color coded system has been identified as an effective system". Briefly explain the color-coding system and address how this can effectively control the hazardous situations from occurring. (25 Marks)

Question 04

"Safe food handling is a mandatory requirement in any kind of food and beverages outlet. The safety is one of the most important elements leading to customer satisfaction which is important in the sustaining factor of the service sector. "Elaborate how a restaurant can maintain the food safety throughout? Identify the implemented food hygiene regulations and compare whether these are being practiced in the food and beverages departments now? (25 Marks)

Question 05

"The tourism business relies on the hands of the employees. Taking care of the employees in the working place is mandatory for the purpose of revenue generation and achieve the organizational goals and objectives." Define occupational safety and elaborate on health and safety risks that can occur in the workplaces. (25 Marks)

Question 06

"Any workplace irrespective of its' nature can have different kinds of hazards. The management is responsible to identify these hazards before they are occurring and prevent the negative consequences". Identify the concept of risk assessment and elaborate the steps of it. (25 Marks)



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Question 07

"Keeping your guest and employees safe is one of the mandatory requirements any accommodation establishment has to adhere to. Specially the hotel has to take extra measurements to make sure that the guests are safe in the property. Safety issues in the accommodation unit has the ability to drive towards the guest dissatisfaction and negative word of mouth." Elaborate the importance of visitor safety and identify the consequences of bad visitor safety in any accommodation unit according to your preference. (25 Marks)

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



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Year 2 Semester II
SEMESTER END EXAMINATION
Consumer Behavior for Tourism – THM 22102

- This paper consists of SEVEN questions on TWO (02) 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: 2022.03.16

Pass mark: 40%

Time: 02 Hours

Question 01: (Compulsory)

“Tourism marketing relies entirely on the fact that consumers can be persuaded to buy by powerful communication techniques. The persuasion consumers receive through different modes of communication influence the consumers decision making which can be positive and negative as well.” (Horner and Swarbrooke, 1996) Critically evaluate this statement.

(25 Marks)

Question 02

“The purchase of a holiday does not result in the consumer owning any physical product. Tourism is a service-oriented industry. The output of the purchasing of a tourism product is merely a service. The consumer behavior of customer purchasing a product is therefore different to a tourist purchasing a tourism service.” Discuss the effects of this on consumer behavior using relevant examples.

(25 Marks)

Question 03

“The media can have a major influence on consumer choice in tourism. Media is one of the most important promotional elements in tourism. The positive and negative impact created



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by media can bring pluses and minuses. Usage of media has to be done in a manner where the business utilizes the maximum benefit." Evaluate the ways in which a tour operator can use this feature to boost sales. (25 Marks)

Question 04

"Consumer behavior process is a procedure starting prior the purchasing of the tourism product." Identify the main problem-solving stages of the consumer behavior decision making process with appropriate examples. (25 Marks)

Question 05

"The development of inbound tourism by a country is much more dependent on natural features than marketing activity". Discuss this statement with reference to Sri Lanka. (25 Marks)

Question 06

"Customers purchase benefits not products in tourism" Discuss this statement in relation to the design and implementation of effective marketing mixes for tourism organizations? (25 Marks)

Question 07

Outline the role of promotion within tourism marketing, in relation to consumer behavior. (25 Marks)

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

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Year 2 Semester II
SEMESTER END EXAMINATION
Tourism Destination Management – THM 22093

- 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: 2022.03.14

Pass mark: 40%

Time: 03 Hours

Question 01: (Compulsory)

“A framework has been initiated by the regulatory bodies of tourism to make sure the tourism business in the country is running according to the implemented guidelines, protocols, rules and regulations securing the countries’ destination image and maintaining the service quality standards. “How do you perceive the value of a framework and analyze the effectiveness of using a framework in Sri Lanka tourism using examples. (20 Marks)

Question 02:

“It is believed that Sri Lanka should practice a balanced approach bringing tourists to the country and preserving natural environment. Since Sri Lanka is highly depending on the tourism industry and country’s economy solely depend on the tourism industry, quantifying the industry has become the most appropriate strategy to proceed with”. Do you agree with this statement? Discuss. (20 Marks)

Question 03

“Rising visitors collides with the diversifying expectations of the tourists.” Elaborate this statement using relevant examples. (20 Marks)

Question 04

Infrastructure is defined as the provision of public safety, transportation services, medical systems, financial systems, education systems, and other services involved in the population's, as well as in tourists' demand (Ritchie, Crouch 2005). Elaborate on why infrastructure is considered as a principal requirement to practice tourism in a country.

(20 Marks)

Question 05

“Sri Lanka is in the 77th position in the Tourism Competitive Index. All the rival countries of Sri Lanka like India, Maldives are ahead of Sri Lanka. Competitiveness of a tourism destination is the ability of that tourism destination to optimize its' attractiveness and deliver quality, innovative, attractive tourism products to the customers. Explain the four indicators of tourism competitiveness using relevant examples.

(20 Marks)

Question 06

“Tourism is a service-oriented industry. The future of the tourism industry relies on the satisfaction of the tourists. In order to satisfy the tourists, tourists should be given the supply for the demanding factors.” Explain the external factors which creates tourism demand using examples.

(20 Marks)

Question 07

"Private Public Partnerships are involved in a wide range of social and economic infrastructure projects, but they are mainly used to build and operate hospitals, schools, prisons, roads, bridges and tunnels, light rail networks, air traffic control systems, and water and sanitation plants." Identify different stakeholders of tourism industry and elaborate their contribution towards the success of the tourism industry. (20 Marks)

Question 08

The role destination management extends to the branding, marketing, and communication activities pertaining to a particular destination, and making its offerings known to tourists. Ensure that business entities in tourism achieve greater profitability. Define destination management and identify why destination management is required for a country.

(20 Marks)

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

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Year 2 Semester II
SEMESTER END EXAMINATION
Food and Beverage Management – THM 22123

- This paper consists of EIGHT questions on FIVE (05) 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: 2022.03.12

Pass mark: 40%

Time: 03 Hours

Question 01: (Compulsory)

a) "The 2022 food and beverage industry trends have been significantly impacted by the COVID-19 pandemic. The novel coronavirus has changed how we shop, where we shop, and what we consume. Consumers have adapted to a new normal, creating and shifting trends that will outlast the current pandemic"

1. Critically discuss about above statement (05 Marks)
2. What are the potentials and opportunities you can implement to industry in a post pandemic situation? Discuss with examples (05 Marks)

b) Livestock industry leaders have urged Microsoft founder and billionaire philanthropist Bill Gates to undertake more research into livestock production after he called for policies requiring people in rich countries to eat "100 percent synthetic beef". Mr Gates, who has invested in range of 'synthetic meat' startups including Impossible Foods, Beyond Meat, Memphis Meats and Hampton Creek Foods, made the comments in an interview promoting his new book 'How to Avoid a Climate Disaster'

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1. How can Sri Lankan Food & beverage industry take a benefit with regarding above innovative practices in Europe and USA? (05 Marks)
2. What is the meaning of sustainable Consumption in Food & beverages (05 Marks)

Question 02:

- a) Write short descriptions about following topics (20 Marks)

Brunch -
Set Menu -
Elevenses -
À la carte menu -
Kosher foods -
Vegetarian Lacto Ovo -
Silver Service-
Cocktail-
Ready prepare Service-
Vegan -

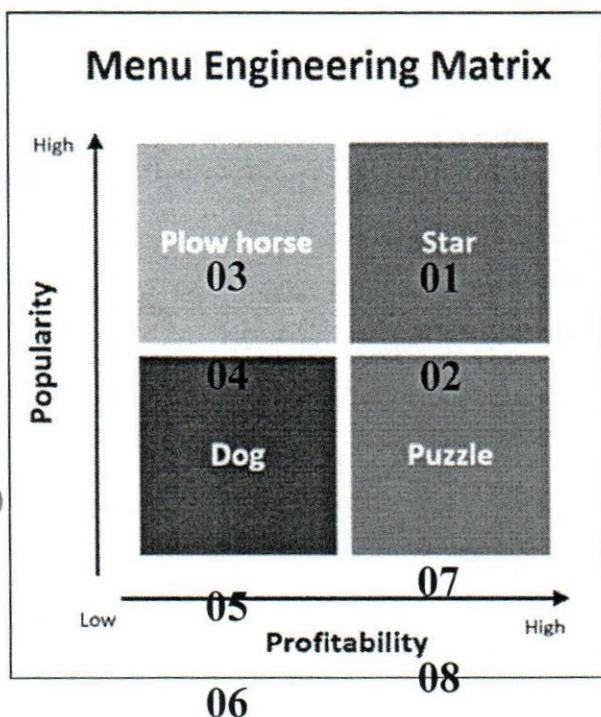
Question 03:

- a). Do a Sample menu card for Sri Lankan Middle Class Restaurant in Negombo (06 Marks)
- b) Do a 5 course menu with Sri Lankan and Italian dishes (06 Marks)
- c) "Menu act as a Silent Salesman in a Restaurant" Critically discuss about this statement (08 Marks)

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Question 04:

Menu engineering is the art and science of how a menu is designed, positioned, priced and maintained to improve restaurant profitability. It's instinctive for a restaurant operator to address items that are within their control, like food and labor costs. But without providing the right foundation for profitability in a restaurant through menu engineering, managers will unintentionally degrade the guest experience by cutting labor and skimping on food quality and portions, and their restaurant will ultimately fail.



- 01 Grilled Chicken with Potato wedges**
- 02 Pizza Margarita**
- 03 Vegetable au gratin**
- 04 Chicken Burger**
- 05 Chef's Special Lasagna**
- 06 Greek Salad**
- 07 Lobster and Crab Meat Bolls**
- 08 Grilled Lamb Chop with Vegetables**

- a) Based on above details please give suggestions for restaurant management above each item (06 Marks)
- b) What is a purpose of maintain Menu Engineering Matrix in a food outlet (05 Marks)
- c) Develop 05 Course menu for Elderly Indian couple (04 Marks)
- d) Why cycle menu is cost efficient that other menu's? Please Discuss with examples (05 Marks)

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Question 05:

- a) What Does All inclusive Mean? (05 Marks)
- b) What are benefits you will get after upgrade your meal plan from RO to AI? (05 Marks)
- c) What is the different between Continental Breakfast and a English Full Breakfasts (05 Marks)
-
- d) Propose a American Breakfast menu for Family of two adults and two Kids (05 Marks)

Question 06:

Food choices are strongly influenced by the culture of one's community and country, or what is known as 'food culture'. Food culture is created by a long tradition involving local food products, environment, climate, lifestyle, religion and related events.

- a) Critically Discuss about above statement (08 Marks)
- b) What are the special practices in Jain Food requirement (04 Marks)
- c) Healthy eating is another huge market in Food & beverage industry, In a post pandemic situation what are the global best practices we can see in a Food and beverage & Healthy eating (08 Marks)

Question 07:

Food service has a number of different styles of service. Style of service should be selected based on the type of food being served.

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- a) Please explain about following type of services briefly (05 Marks)
1. Gueridon service
 2. Silver Service
- b) What are the financial advantages and operational disadvantage in Gueridon Service, discuss briefly (05 Marks)
-
- c) What type of equipment's you can see in Buffet Service (05 Marks)
-
- d) What are available corners in a Dinner Buffet (05 Marks)

Question 08:

- a) What is the meaning of Food Services Systems in a Food and Beverage industry? (05 Marks)
- b) What is the main different of Cook-Chilled method and Cook-Freeze method? (03 Marks)
- c) What are the challenges you have to face in "on premises catering event"? (04 Marks)

Commissaries are rentable commercial kitchens where foodservice operators can prepare and store their food. Many commissary kitchens provide food trucks and mobile vendors with overnight parking and equipment storage.

- d) Briefly discuss about advantages in a Commissary service kitchen in a Chain Restaurant (08 Marks)

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

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Year 3 Semester II
SEMESTER END EXAMINATION
Passenger Transport Operations – THM 32222

- This paper consists of EIGHT (08) questions on FOUR (04) 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: 2022.03.10

Pass mark: 40%

Time: 02 Hours

Question 01: Compulsory

- (a) SriLankan airlines is a member of the prestigious Oneworld global airline alliance. Identify the advantages of alliances taking SriLankan airlines as an example. (06 Marks)
- (b) Explain how codeshare agreements work with an example. (09 Marks)
- (c) There are different business models in the airline industry. What are these business models? Identify the unique characteristics of these business models with examples of airlines for each model. (10 Marks)

Question 02

- (a) Explain the operational attributes of transport systems that would affect transport decisions in moving to, from and within destinations. (Use suitable examples) (13 Marks)

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(b) The Covid-19 pandemic has had a significant impact on the air travel. Identify measures adopted by the aviation industry in response to travel during the pandemic.

(12 Marks)

Question 03

(a) An Air Service Agreement (ASA) is to be signed between France and China. Majestic Airways is an airline whose home state is France. Identify which freedom of air is given by each example in the table given below.

(07 Marks)

I.	A flight between Shanghai (China) and Beijing (China), flown by Majestic Airways.	
II.	A flight from France to Russia, flown by Majestic Airways, overflying China.	
III.	A flight from Germany to China, through France flown by Majestic Airways.	
IV.	A flight from France to Russia, flown by Majestic Airways, with a stop in China for refueling.	
V.	A flight from France to Shanghai (China) and from Shanghai (China) to Beijing (China), flown by Majestic Airways.	
VI.	A flight from China to France, flown by Majestic Airways.	
VII.	A flight between China and Russia, flown by Majestic Airways without operating to France.	

(b) Identify the advantages and disadvantages of adopting an open skies policy for air transportation in Sri Lanka.

(12 Marks)

(c) Briefly explain the purpose of Airport Use Agreements.

(06 Marks)

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Question 04

- (a) Differentiate between online travel agents and travel metasearch engines. (10 Marks)
- (b) "Global Distribution Systems (GDS) are computerized network systems that facilitates transactions between travel industry service providers. Development of GDS transformed the airline industry and eased the lives of travel service providers and travel agents." Justify with examples. (15 Marks)

Question 05

- (a) Every published fare has a published set of fare rules. Explain these fare rules that govern the conditions that must be met for a passenger to qualify for a fare. (Use suitable examples) (15 Marks)
- (b) Objective of airline revenue management is to extract the maximum revenue that a passenger is willing to pay. Explain revenue management fences. (10 Marks)

Question 06

- (a) Identify reasons for ratification of the Montreal Convention. (05 Marks)
- (b) Explain the EC Regulation 261 emphasizing on consumer rights related to flight delays, flight cancellations, denied boarding and delayed, lost or damaged baggage. (20 Marks)

Question 07

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Question 07

(a) Identify marketing communication techniques used for promotions in airline marketing.

(10 Marks)

(b) Market segmentation in the airline industry helps to better understand passenger needs and tells how you can best meet those needs with your product or service. Assume you are an airline marketer and explain the wants and needs of the modern-day business traveler and leisure traveler.

(15 Marks)

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

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Year 3 Semester II
SEMESTER END EXAMINATION
Basics of Coastal and Ocean Management- THM 32113

- This paper consists of EIGHT (08) questions on SEVEN (07) 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: 2022.03.10

Pass mark: 40%

Time: 03 Hours

Question 01 (Compulsory)

Answer all multiple-choice questions with suitable answer.

(a) What decreases the salinity of coastal waters?

1. Evaporation & Freezing of Coastal Sea Water
2. Ground water flow & precipitation of rain to coastal waters
3. Freezing of sea water & melting of ice
4. Precipitation of rain & river run off to the high seas water

(b) Territorial Sea exists _____ beyond the coastal line. Contiguous zone exists _____ starting from outer-edge of Territorial Sea.

1. 12 nm, 20 nm
2. 24 nm ,12 nm
3. 12 nm, 24 nm
4. 12 nm ,200 nm

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(c) Which of these countries has promised solemnly to use only 100% renewable energy by 2050?

1. Guatemala
2. Afghanistan
3. All of the answers here
4. Vietnam
5. Kenya

(d) Fish are especially vulnerable to tiny bits of plastics floating in the ocean, called microplastics, because:

1. Their main source of food is smaller fish
2. They bring in water through their grills
3. None of the answers here
4. The microplastic bits look like food

(e) Why ship accidents cause marine pollution?

1. Because if the ship carrying passengers to collapse it results in the death of many people
2. Dredged material which carries heavy metals cause marine pollution
3. Ship materials stuck inside the marine organisms
4. Because ship is very huge in its size

(f) What is not considered as a Marine Protected Areas (MPA) of Sri Lanka.

1. Kokkilai Lagoon
2. Bar Reef Marine Sanctuary
3. Horton Plains
4. Muthurajawela

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(g) What is not among the most related Sustainability Development Goals which are in-lined with Ocean Conservation & Pollution?

1. SDG 6
2. SDG 5
3. SDG 9
4. SDG 14

(h) Which of the following is not identified to be a source of renewable energy?

1. Hydropower
2. Solar
3. Natural gas
4. Wind

(i) What are the three temperature zones in the ocean?

1. Thermocline Layer, Pycnocline Layer, Deep Layer
2. Surface Layer, Thermocline Layer, Pycnocline Layer
3. Surface Layer, Thermocline Layer, Deep Layer
4. Surface Layer, Pycnocline Layer, Deep Layer

(j) Which is one of the fastest-growing renewable energy sectors in the world?

1. Solar
2. Geothermal
3. Biomass
4. None of the above

(02 Marks*10 = 20 Marks)

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Question 02

Integrated Coastal and Ocean Management was conceived to address the difficult problem of managing among overlapping jurisdictions, competing coastal and ocean uses, and sensitive environments. Coastal ocean is the water site located above the continental shelf. It is known to be the habitats of so many marine organisms. It certainly has its own characteristics compared to typical ocean. The ocean is the body of salt water that covers approximately 70.8% of the surface of Earth and contains 97% of Earth's water. Coastal & Ocean Management promotes environmentally sound economic development, protects coastal and marine habitats and biodiversity, provides ecosystem services & balances conflicting interests through spatial planning.

- (a) Write down definitions for "coastal zone management" & "ocean management" separately. (05 Marks)
- (b) Differentiate the characteristics of coastal & ocean environments (5 characteristics per each). (15 Marks)

Question 03

Marine pollution is a growing problem in today's world. pollutants are major stressors in many locations and impacts on marine species, habitats, and ecosystem services are evident in numerous regions. At a global scale, considering the ocean ecosystems as a whole and compared to other global threats, such as ocean acidification, overfishing, and increase of sea-surface temperatures, the significance of the impacts of marine pollution is less clear. Our ocean is being flooded with two main types of pollution: chemicals and trash.

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(a) What is called as “marine pollution”? (05 Marks)

(b) Discuss solutions for marine pollution with proper example. (15 Marks)

Question 04

As species are lost so too are our options for future discovery and advancement. The impacts of biodiversity loss include clearly into fewer new medicines, greater vulnerability to natural disasters and greater effects from global warming.

(a) Clearly define “bio-diversity”. (05 Marks)

(b) Illustrate the role of IPCC, its key recent findings & future impacts related to the findings. (15 Marks)

Question 05

Marine Mammals are found in aquatic eco-systems around the globe. They are diverse group of mammals with unique physical adaptation that thrive in the marine environment with extreme temperatures, depths, pressure & darkness.

(a) Point out major five groups of marine mammals. (05 Marks)

(b) Biodiversity provides tremendous vital benefits. Justify the statement at least with six factors. (15 Marks)

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Question 06

Fossil fuels and the fossil fuel industry have many negative impacts. Some are direct and easily visible. Fossil fuels form after plants and animals decompose for millions of years. They contain carbon and hydrogen and are buried deep in the Earth's crust. There are a few main types of fossil fuels, including coal, oil and natural gas. In the United States, 81% of the total energy we use comes from these fossil fuels. Fossil fuel corporations are profiting from the continued consumption of coal, oil and gas, which are driving global warming to dangerous levels, but the industry's bad behavior doesn't stop with greenhouse gas emissions.

- (a) Name three negative impacts of fossil fuels. (05 Marks)
- (b) Elaborate why we need to phase out the fossil fuel industry with examples. (15 Marks)

Question 07

Coastal tourism is based on a unique resource combination at the boarder of land and sea environments; sun, beaches, outstanding scenic views, rich biological diversity (birds, whales, corals), sea food and good transportation infrastructure.

- (a) Mention five advantages of coastal tourism. (05 Marks)
- (b) Explain benefits of sustainable coastal tourism. (15 Marks)

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Question 08

Provide summaries for selected four topics out of given topics below.

- (a) Ocean Conveyor Belt
- (b) Industrialization in our oceans
- (c) Reasons for conserving MPAs
- (d) Common characteristics of marine mammals
- (e) Public Trust Doctrine
- (f) Offshore Renewable Energy
- (g) Chemical contamination as a type of polluting ocean

(05 Marks*4 = 20 Marks)

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

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Year 2 Semester II
SEMESTER END EXAMINATION
Kitchen Operation – THM 22113

- This paper consists of EIGHT (08) questions on SIX (06) 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.
- Formulae sheet and three statistical tables are attached.

Date: 2022.03.09

Pass mark: 40%

Time: 03 Hours

Question 01: (Compulsory)

1. Which of the following item requires special attention when cleaning?

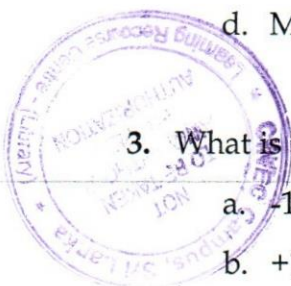
- a. Mincer
- b. Whisk
- c. Slicer
- d. All of the above

2. Which of the following is a semi perishable?

- a. Tinned food
- b. Bread
- c. Eggs
- d. Meat

3. What is the ideal temperature for frozen food?

- a. -18°C
- b. $+18^{\circ}\text{C}$
- c. 4°C
- d. -16°C



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4. Clear soups are not prepared from,

- a. Beef
- b. Chicken
- c. Game
- d. Fish

5. What is the shape of tortellini?

- a. Spiral
- b. Belly button
- c. Ribbon
- d. Bow

6. What does carbonara contain,

- a. Beef
- b. Chicken
- c. Pork
- d. Fish

7. What does bolognaise contain,

- a. Beef
- b. Chicken
- c. Pork
- d. Fish

8. Spoiled eggs,

- a. Float on top of water
- b. Sink to the bottom
- c. Submerge in water
- d. None of the above

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9. Simple salads contain,
- Less than 2 ingredients
 - 3 ingredients
 - 4 ingredients
 - More than 5 ingredients
10. From a round fish how many fillets can be taken,
- 1
 - 2
 - 3
 - 4

(02 Marks * 10 = 20 Marks)

Question 02

1. Discuss the principles determining methods of cookery, illustrate and explain. (06 Marks)
2. Draw a chart with 7 methods of cookery, a brief description and 2 examples of food for each of the method. (14 Marks)

Question 03

1. Why is kitchen hygiene important? (05 Marks)
2. List down 5 Pests found in the kitchen, the areas in which they are found and preventive actions that can be taken. (15 Marks)

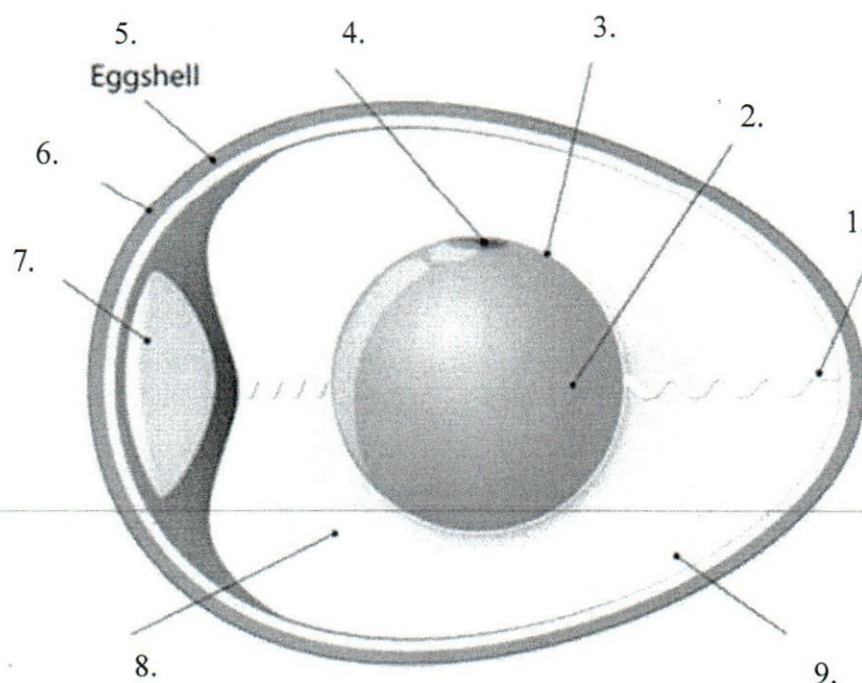
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Question 04

1. Describe one of the following in detail. (20 Marks)
 - a. Cuts of Vegetables
Or
 - b. Cuts of Fish
Or
 - c. Cuts of Beef

Question 05

1. How can spoilage of eggs be prevented? (03 Marks)
2. Briefly explain 4 different preparations of egg. (08 Marks)
3. Name the parts of the egg? (09 Marks)



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Question 06

1. Draw and explain each stage in the process of making pasta. (06 Marks)
2. What are three types of sauces you would recommend for a pasta and give a short explanation for each. (06 Marks)
3. Name and draw or explain 4 types of Pasta. (08 Marks)

Question 07

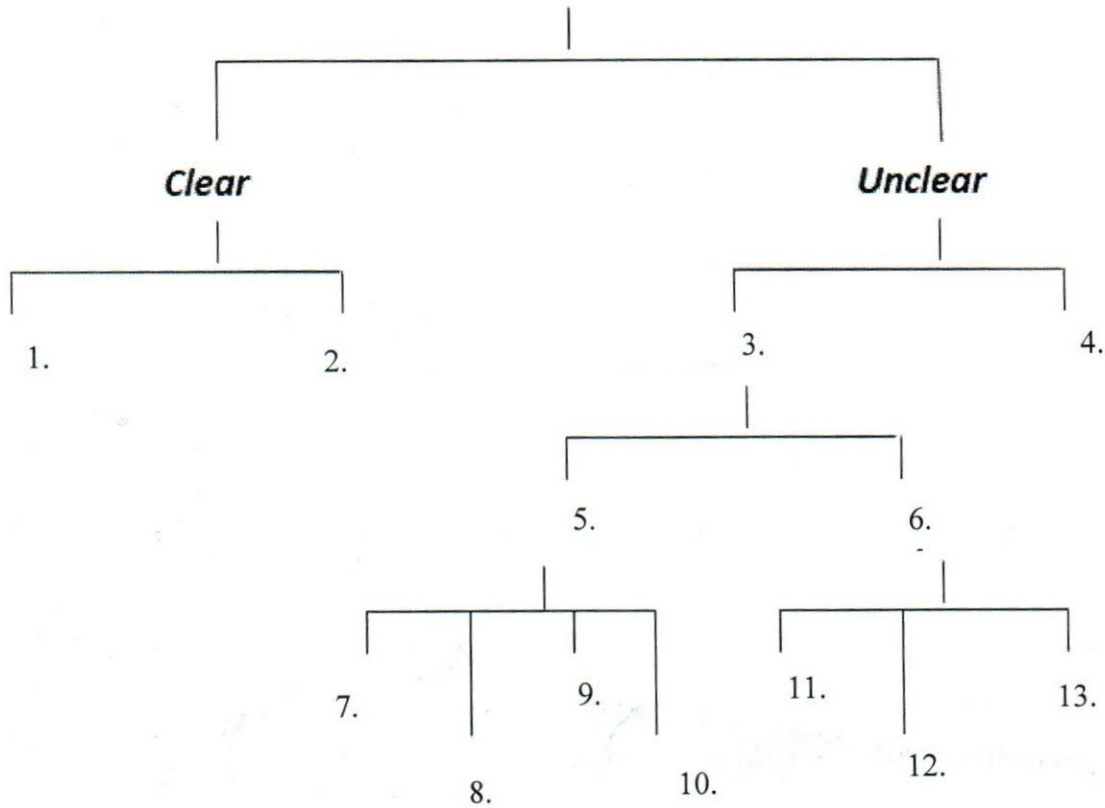
1. What is a sandwich? (04 Marks)
2. Name the parts of a sandwich and describe each part. (04 Marks)
3. What are four types of sandwiches you would add to an A'la Carte Menu, Give a short menu explanation for each. (12 Marks)

Question 08

1. Briefly describe 4 thickening agents and a dish in which it is used? (08 Marks)
2. Fill the following chart and give an example for each except 5 and 6. (12 Marks)

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CLASSIFICATION OF SOUP



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



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 Course CODE: BMgt 556/557

Year 2 Semester II
 REPEAT EXAMINATION
 Business Statistics for Tourism – THM 22142

- This paper consists of SEVEN questions on FIVE (05) 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.
- Formulae sheet and three statistical tables are attached.

Date: 2020.08.27

Pass mark: 40%

Time: 02 Hours

Question 01: (Compulsory)

"Statistics is classified as descriptive statistics and inferential statistics.

- (a) Briefly describe the classification of statistics. (06 Marks)
- (b) What are the methods of data collection? (06 Marks)
- (c) How can you use statistics in tourism industry? (06 Marks)
- (d) Explain "Stratified sampling" with an example. (07 Marks)

Question 02

Number of tourists who visited a five star hotel during the last 30 days is provided below.

21	78	74	43	47	86
84	53	85	54	53	33
42	46	34	55	77	57
64	67	36	56	56	63
38	23	58	63	43	54

- (a) Organize a grouped Frequency Distribution for the given data (Use the first class as 20-29). (12 Marks)

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- (b) Construct the Histogram and the Frequency polygon to present the data. (08 Marks)
- (c) Show the Mode in the histogram you constructed. (05 Marks)

Question 03

- (a) Owner of a restaurant needs to recruit a most qualified person as a driver. There are two candidates who have applied for the driver post. Experience and the knowledge of road signals have been considered in the selection process. Information is given below.

Candidates	Driver 1	Driver 2
Experience	10 Years	15 Years
Marks for signals	80	70

According to the importance of experience and knowledge of road signals, they have been weighted as 2:3. Select the most qualified person to the restaurant. (11 Marks)

- (b) Speed of a rice cooker in the brand "A" is 2 hours to make one kilogram of rice and brand "B" is 3 hours to make one kilogram of rice. Calculate the average speed of the rice cookers in the two brands. (07 Marks)
- (c) A five-star hotel has been registered in stock market and the stock price in the last five months are respectively Rs.10, Rs.12, Rs.16, Rs.15 and Rs.14. Calculate the average stock price using geometric mean. (07 Marks)

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Question 04

Number of customers who arrived at a hotel in the last 40 days has been provided by the following frequency table.

Number of customers	Number of days
19-29	05
30-39	06
40-49	10
50-59	08
60-69	07
70-79	04
	40

- Find the average number of customers arrived.
- What is the Mode of the customers arrived?
- Calculate Variance and Standard deviation of the customers arrived.
- Find the Coefficient of variance. (06.25 Marks*4 = 25 Marks)

Question 05

- Briefly describe the "Law of Inertia". (05 Marks)
- Explain the "Estimator and Parameters" (05 Marks)
- What is meant by "Central Limit Theorem"? (05 Marks)
- Hotel management has given two training programs separately to the waiters to improve their efficiency. Training program one was carried out selecting 20 waiters and another 20 waiters were selected to the training program two. Estimate the difference of waiters' efficiency between the two training programs using the following information. Consider 5% level of significance.

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Ttraining 1	Training 2
$\bar{x} = 35$	$\bar{y} = 37$
$\sigma_1 = 6$	$\sigma_2 = 5$
$n_1 = 20$	$n_2 = 20$

(10 Marks)

Question 06

- (a) Briefly describe "Null and Alternative" hypotheses. (05 Marks)
- (b) What types of errors occurred in hypotheses tests? (05 Marks)
- (c) It is expected that height of a product is 40miters. When a sample of size 100 is tested the average height is 45miters with a standard deviation of 3miters. Test the expectation at 95% level of confidence. (07 Marks)
- (d) Two transport companies say that there is no difference between the facilities provided to customers. A sample size of 15 service times were tested in the company one and it has obtained average marks of 200 with a standard deviation of 12 marks. Another sample size of 20 service times from company two is tested and it obtained average marks of 220 with a standard deviation of 10 marks. Test the statement of transport companies at 5% level of significance. (08 Marks)

Question 07

- (a) How can you use correlation analysis for decisions making in tourism industry? (06 Marks)
- (b) Following table provides information for promotion programs of a hotel and tourists attraction during the last five years.

Promotion expenditure (Rs. Million)	Number of tourists (,000)
4	30
6	50

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5	40
4	40
3	30

- i. Construct a Regression Model to represent the given data. (10 Marks)
- ii. What will be the expected number of tourists attraction if the tourists' expenditure is Rs.8 million? (03 Marks)
- iii. Calculate and interpret the coefficient of correlation between promotion expenditure and tourist attraction. (06 Marks)

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

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Year 2 Semester II
REPEAT EXAMINATION
Health and Safety in Tourism – THM 22132

- This paper consists of SEVEN questions on TEN (10) 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: 2020.08.27

Pass mark: 40%

Time: 02 Hours

Question 01: (Compulsory)

Food Safety refers to handling, preparing and storing food in a way to best reduce the risk of individuals becoming sick from foodborne illnesses. Food safety is a global concern that covers a variety of different areas of everyday life.

- a) Explain the difference between Food Poisoning and Food Contamination (10 Marks)
- b) What are the sources of biological food contamination? (05 Marks)
- c) Explain the differences between Bacteria and Viruses which cause food poisoning (10 Marks)

Question 02

National legal frameworks are a key pillar in an effective food control system. Generally, “food law” is used to apply to legislation which regulates the production, trade and handling of food and hence covers the regulation of food control, food safety and relevant aspects of food trade

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- a) Under Food (Labelling & Advertising) Regulations what should be included in the main panel of a food package? (06 Marks)
- b) Define the term "Shelf Life" (06 Marks)
- c) What are the terms used to indicate the shelf life in food packaging? (08 Marks)
- d) What are the food that any added coloring substances not permitted? (05 Marks)

Question 03

The Tourism sector is currently one of the hardest-hit by the outbreak of the coronavirus disease (COVID-19), with impacts on both travel supply and demand, particularly in China, the world's leading outbound market, and other key Asian and European destinations such as Italy.

- a) Explain the impacts of COVID 19 on Sri Lanka Tourism Industry? (10 Marks)
- b) What are the measures destinations can take to keep travellers engaged with the destination? (10 Marks)
- c) What are the special Tourism Segmentations that Sri Lanka Tourism can promote to the tourists after opening the country? (05 Marks)

Question 04

Adventure travel is a type of tourism, involving exploration or travel to remote, exotic and possibly hostile areas. All adventure tourism providers, no matter where they operate in the world, are responsible for people's safety.

- a) Explain the importance of safety in Adventure Tourism (05 Marks)

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- b) What are the Adventure Travel Guide Qualifications published by-Adventure Travel Trade Association? (05 Marks)
- c) Explain the Technical Competencies that an Adventure Travel Guide must have (10 Marks)
- d) Briefly explain the most common causes of caving accidents (05 Marks)

Question 05

Food preparation area of a hotel (Hotel Kitchen) is a place where many potential accidents can happen, but since kitchen staff frequent it on regular basis, they often forget how dangerous it can be. Accidents can be the result of poor kitchen design and maintenance or through errors made while cooking.

- a) What are the High Risk Areas of a kitchen? (05 Marks)
- b) Signboards use a combination of shape, color and a symbol or pictogram. Only information authorized in Regulations may be displayed on safety signs. Identify at least three safety colors with their meaning or purpose (05 Marks)
- c) Explain the characteristics of footwear that must be worn by kitchen staff (05 Marks)
- d) Cuts are a major risk in Food Services Activities. Explain the preventive action that can be taken to avoid cuts? (10 Marks)

Question 06

Write short notes on below topics

- a) Chemical Food Contamination (05 Marks)
- b) Hand Washing procedure by World health organization (05 Marks)

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- c) ISO 21101 (05 Marks)
- d) Three Points of Contact in Caving (05 Marks)
- e) Personal Grooming (05 Marks)

Question 07

Underline the correct answer (25 Marks)

- 1) A food handler should,
 - a. Keep hair short and Nails should be kept short and unpolished
 - b. Wear heavy jewellery
 - c. Wear heavy makeup
 - d. Wear Strong perfumes/ aftershaves

- 2) Food poisoning means,
 - a. an acute illness caused by the consumption of food or drinks contaminated with pathogens
 - b. diarrhea and vomiting
 - c. an illness caused by viruses
 - d. an acute illness caused by the consumption of food contaminated with polluted water

- 3) Food poisoning is most likely to be caused by,
 - a. Cooking food in a steamer
 - b. Using a sanitizer
 - c. Washing hands often
 - d. Pathogenic bacteria

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- 4) Which of the followings are Sources of Biological Food Contamination?
- Artificial food colorings, unprocessed food pests, dust and soil
 - Human beings, unprocessed food, pests, dust and soil
 - Human beings, unprocessed food, plastics, dust and soil
 - Plastics, pests, dust and soil, water
- 5) The most common symptoms of food poisoning are:
- Skin rash, aching joints, cough
 - Headache, stiff neck, nausea
 - Vomiting, stomach cramps, diarrhea
 - High temperature, sore throat, sneezing
- 6) The bacteria which can be commonly found in Raw meat and meat products is ,
- Listeria
 - Salmonella
 - Bacillus Cereus
 - Staphylococcus Aureus
- 7) Artificial Food Coloring can commonly be found in,
- Cheese
 - Bread
 - Chinese sausages
 - Apples

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- 8) Which of the following is not a principle outlined by The Adventure Travel Trade Association's "Values Statement" that a Guide should be aware of and adhere to
- Maximizing social and economic benefits to the local community and minimizing negative impacts
 - Maximizing benefits to cultural heritage and minimizing negative impacts
 - Maximizing benefits to the environment and minimizing negative impacts
 - Using of Child labors as adventure tourism service providers
- 9) Why should at least four people include to a cavers group?
- Because they can make good friendship
 - Because four people can be divided into two teams
 - Because if someone is hurt, one person can stay and comfort the injured and the other two can get help
 - Because if someone is hurt, all of them can take care of each other
- 10) During the COVID 19 pandemic, the high risk employees of Travel, Tourism and Hospitality sector are,
- Airline cabin crew, Housekeeping staff and chauffer guides
 - Airline cabin crew, Housekeeping staff and Chefs
 - Airline cabin crew, chefs and gardeners
 - Airline cabin crew, back office staff and bar managers
- 11) Food can be contaminated by viruses. Which of the followings is not a Prevention method?
- Buying Products from reputable and reliable suppliers
 - Thoroughly cook food at a high temperature
 - Cleaning hands properly before handling food
 - Handling food with symptoms like vomiting or diarrhea

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12) Viruses found in food are usually,

- a. Around 10 to 100 times smaller than bacteria
- b. cannot replicate in contaminated food
- c. infective doses of most viruses are very low
- d. All of the above

13) Artificial Food Coloring can commonly be found in,

- e. Cheese
- f. Bread
- g. Chinese sausages
- h. Apples

14) Which of the following methods cannot transmit viruses?

- a. Consumption of contaminated food and water
- b. Person-to-person contact
- c. Contact with contaminated objects.
- d. Consumption thoroughly cooked food under high temperature

15) To prevent food pests, kitchen employees should not do,

- a. Any gaps and holes to external doors, windows, pipes, drains should be covered properly.
- b. All the windows and doors should be opened in order to ensure the pest entry into food preparation and storage areas.
- c. Regularly Monitoring for any evidence of pests
- d. Call in a reputable pest control company if any signs are seen

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16) ISO 21101 is,

- a. Cosmetics – Microbiology – Enumeration and detection of aerobic mesophilic bacteria
- b. Adventure tourism - safety management systems- a practical guide for SMEs
- c. Tourism and related services – Sustainability management system for accommodation establishments – Requirements
- d. Ships and marine technology – Systems for the detection of persons while going overboard from ships

17) ISO 21101 does not help,

- a. To Enhance safety performance
- b. To Meet expectations for participant and staff safety
- c. To explain environmental beauty of the adventure site
- d. To Support compliance with applicable legal requirements

18) which sentence properly define the role of an adventure travel guide?

- a. Participants assistance, Safety management and care of participants and the leadership team in accordance with the operator's safety management system, including provision of appropriate information, instruction, supervision and training
- b. Participants assistance and team working, Knowledge about first aids and team management
- c. Guiding participants including provision of appropriate information, instruction, supervision and training, Participants assistance and team working
- d. Knowledge about first aids Safety management and care of participants and the leadership team

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- 19) To prevent from bio chemical toxins, people should not,
- Buy coral reef fish from reputable and licensed seafood shops
 - Buy coral reef food caught from safe harvesting area
 - Avoid eating the roe, liver, guts, head and skin of coral reef fish;
 - Consume the cooking liquid of the shellfish (eg: fish stock)
- 20) Who is not an administration member of the Food Advisory Committee?
- Chairmen of the Hoteliers ' Association
 - Director General of Health Services
 - Food Commissioner
 - Chief Medical Officer of Health of Colombo Municipal Council
- 21) The basic equipment and supplies required for a caving trip are,
- Food, water, Medicine and high heel shoes
 - Food, Oxygen tank, Clothes and tent
 - Food, water, first aid kit and proper clothing
 - Food, Alcohol, first aid kit and proper clothing
- 22) Added coloring substances are not permitted unless any exceptions in,
- Milk
 - Popsicles
 - Fruit Juice
 - Cup Cakes
- 23) A food handler should avoid,
- Sitting, lying or standing on any surfaces of equipment touched by food.
 - Covering ready-to-eat food from a proper lid
 - Tasting food with separate spoon.
 - Keeping hair tied and clean

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- 24) To ensure that the staff wash their hands properly, A hotel must,
- Request employees to bring their own hand sanitizer
 - Check the hygiene of their hands regularly or perform random check from time to time.
 - Install hand-washing facilities in a corner of the garden
 - Liquid soap should not be provided
- 25) Safety colors of catering industry are,
- Red, Yellow, Blue, Green
 - Orange, purple, blue, Red
 - Yellow, Gray, Black, Blue
 - Blue, Black, Pink, Orange

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

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Department of Management and Business Studies
BMgt Hons in Tourism and Hospitality Management
Course CODE: BMgt 556/557

Year 2 Semester II
REPEAT EXAMINATION
Consumer Behavior for Tourism – THM 22102

- This paper consists of SEVEN questions on TWO(02) 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: 2020.08.25

Pass mark: 40%

Time: 02 Hours

Question 01 (Compulsory)

- (a) Identify the reasons why we should pay attention on tourist behavior (05 Marks)
- (b) Consumers' decision making is symbolized as a black box which is consisted of various factors. Explain psychological, personal, cultural and social factors which are hidden in the buyer's black box. (20 Marks)

Question 02

- (a) Briefly discuss the application of the levels of a product on an airline service. (10 Marks)
- (b) Explain the implication of the below mentioned pricing strategies with examples.
- (i) Market skimming pricing
 - (ii) Value Based Pricing
 - (iii) Seasonal Pricing (15 Marks)

Question 03

Briefly explain the Slow travel, Insta-tourism, B-leisure trips, Dark Tourism and Mini trips travel trends. (25 Marks)

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Question 04

Discuss how a hotelier can customize their services and facilities to children, elderly persons, pregnant mothers, business persons and newly married couples at a hotel.

(25 Marks)

Question 05

Travelling by female executives for business purposes has been increased up to 50% in the world today.

Discuss, how a hotelier or a travel agent can design customized service for this niche market ensuring safety, security and customized care.

(25 Marks)

Question 06

Assume that you are the manager of the King's garden hotel, Colombo and you are required to design a new set of hotel practices when you work with the guests who are coming for quarantine purposes from foreign countries.

Discuss your concerns and proposals in this regard.

(25 Marks)

Question 07

The Buyer Decision Process is consisted of five steps as need recognition, information search, evaluation of alternatives, purchase decision and post purchase behavior.

Explain each step with appropriate examples.

(25 Marks)

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

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Year 2 Semester II
REPEAT EXAMINATION
Tourism Destination Management – THM 22093

- This paper consists of EIGHT 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: 2020.08.25

Pass mark: 40%

Time: 03 Hours

Question 01: (Compulsory)

The new normal situation has created an opportunity for the tourism industry to reposition our country in the tourism map. Necessary promotional strategies, marketing and advertising should be done to reposition the country. Briefly describe the ways and means on how we can promote Sri Lanka tourism in this situation and in which ways? (20 Marks)

Question 02

Stakeholders play a vital role when it comes to the planning, development and promotion of tourism.

1. Briefly describe the stakeholders of tourism. (08 Marks)
2. Understand why it is vital to have stakeholders in the tourism business?

(12 Marks)

Question 03

Tourism destination management is important in regards with the proper planning, development, conservation of the environment and in the development of sustainable tourism.

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1. Identify the concept of tourism destination management and briefly describe the importance of it (10 Marks)
2. Describe the consequences of not doing destination management properly? (10 Marks)

Question 04

Although Tourism development is vital in a country, due to the mismanagement of the authorities, government influences, crisis and disaster situations the planning and the development has to face challenges overtime. Identify how does this effect to the tourism development? Understand the challenges of this and the prospects of this? (20 Marks)

Question 05

Sri Lanka has a unique tourism product. Though it is such our destination has competitors like Maldives. Our strategy should be to attract the tourists who are going to Maldives avoiding Sri Lanka for the same purpose. Identify the strategies and measurements we can impose to be on top of the competitors of our destination. (20 Marks)

Question 06

In order to promote tourism in Sri Lanka only the attractions won't be enough. Identify the 3 As' required in order to promote Sri Lanka as a tourist's destination. Explain the 3 As' using proper examples. (20 Marks)

Question 07

SLTDA is the government authority of tourism in Sri Lanka. Identify the different segments of SLTDA and the duties and responsibilities of each department? (20 Marks)

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Question 08

Carrying capacity is a major issue when it comes to the destination management. Identify the major impacts caused by Carrying capacity in the Sri Lankan tourism context with proper examples. (20 Marks)

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

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Year 2 Semester II
SEMESTER END EXAMINATION
Business Statistics for Tourism – THM 22142

- This paper consists of SEVEN questions on FIVE (05) 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.
- Formulae sheet and three statistical tables are attached.

Date: 2020.03.07

Pass mark: 40%

Time: 02 Hours

Question 01: (Compulsory)

“Statistics is a scientific subject with tools and techniques used in the Business”

- | | |
|---|------------|
| (a) Briefly describe this statement. | (05 Marks) |
| (b) What is meant by “Inferential Statistics”? | (05 Marks) |
| (c) How can you use statistics in tourism industry? | (06 Marks) |
| (d) Why samples are important in statistical studies? | (04 Marks) |
| (e) Explain “Snow Ball sampling” with an example. | (05 Marks) |

Question 02

- (a) Management of a hotel needs to recruit the most qualified person out of two candidates who have been selected from interview to the maintenance division. A question paper that comprises Human Resource Management (HRM), Statistics and Transportation Management (TM) has been distributed to the candidates and they have scored the following marks.

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Candidates	A	B
HRM	70	80
Statistics	90	85
TM	80	90

According to the subjects' importance, they have been weighted as 2:3:3.
Select the most qualified person to the maintenance division. (09 Marks)

- (b) Service speed of a waiter in "A" category is 20 visitors per hour and "B" category is 15 visitors per hour. Calculate the average service speed of the two categories. (08 Marks)
- (c) A five-star hotel has been registered in stock market and the stock price in the last five months are respectively Rs.20, Rs.22, Rs.26, Rs.25 and Rs.24. Calculate the average stock price using geometric mean. (08 Marks)

Question 03

Number of tourists who arrived at a hotel in the last 30 days has been provided by the following frequency table.

Table 3.1 - Frequency Table

Number of tourists	Number of days
10-19	05
20-29	04
30-39	08
40-49	06
50-59	05
60-69	02
	30

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- (a) Find the average number of tourists arrived. (05 Marks)
- (b) What is the Mode of the tourists arrived? (05 Marks)
- (c) Calculate Variance and Standard deviation of the tourists arrived. (05 Marks)
- (d) Interpret the Skewness. (05 Marks)
- (e) Find the Coefficient of variance. (05 Marks)

Question 04

- (a) Briefly describe the "Law of Statistical Regularity". (04 Marks)
- (b) Explain the "Estimate, Estimator and Parameters" (06 Marks)
- (c) What is meant by "Central Limit Theorem"? (03 Marks)
- (d) List down the characteristics of Normal Distribution. (04 Marks)
- (e) A three star hotel is using two processes to make the same type of food item. Selecting two samples from each process, average defective food item has been calculated. Estimate the difference of defective food items between the two processes using the following information. Consider 5% level of significance.

Sample 1	Sample 2
$\bar{x} = 15$	$\bar{y} = 17$
$\sigma_1 = 8$	$\sigma_2 = 6$
$n_1 = 10$	$n_2 = 15$

(08 Marks)

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Question 05

- (a) Briefly describe "Null and Alternative" hypotheses. (04 Marks)
- (b) What types of errors occurred in hypotheses tests? (04 Marks)
- (c) It is expected that weight of a food pack provided to a hotel is 60kg. When a sample of size 100 is tested the average weight is 56kg with a standard deviation of 5kg. Test the expectation at 95% level of confidence. (07 Marks)
- (d) Two electronic bulb companies say that there is no difference between the life times of their products. A sample of size 12 selected from the first company has an average life time of 700 hours with a standard deviation of 10 hours while a sample of size 10 selected from the second company has an average life time of 650 hours with a standard deviation of 8 hours. Test the above statement at 5% level of significance. (10 Marks)

Question 06

- (a) How can you use correlation analysis for decisions making in tourism industry? (05 Marks)
- (b) Following table provides information for price of a hotel room per day and profit of the hotel for a period of 5 years.

Price of hotel room (Rs. 000)	Profit (Rs. 000)
6	40
4	60
5	50
4	50
6	40

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- i. Construct a Regression Model to represent the given data. (10 Marks)
- ii. What will be the expected profit if the price is Rs.7000? (02 Marks)
- iii. Calculate and interpret the coefficient of correlation between price and profit (08 Marks)

Question 07

- (a) How can you apply "One Way ANOVA" in Tourism Industry? (07 Marks)
- (b) Three tourists' hotels need to fix security detectors to prevent unauthorized persons entering into the hotel premises. Three companies are producing detectors in three brands and they say that there is no difference in the lifetime of the detectors between the three brands. Selecting five items from each company, lifetime of the detectors has been estimated in years. Result is given in the following table. Test whether there is a significant difference between the three brands. (18 Marks)

Table 7.1 - Lifetime of the detectors

Company 1	Company 2	Company 3
20	17	19
15	15	18
18	22	20
16	24	20
21	22	18

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

Formula sheet

$$\text{Mean} = A + \frac{\sum fd}{\sum f}$$

$$\text{Median} = L_1 + \left(\frac{\frac{n}{2} - f_i}{f_m} \right) C$$

$$\text{Mode} = L_1 + \left(\frac{\Delta_1}{\Delta_1 + \Delta_2} \right) C$$

$$\text{Percentile} = L_1 + \left(\frac{P \times n - F}{f} \right) C$$

$$\text{Variance} = \frac{\sum fd^2}{\sum f} - \left(\frac{\sum fd}{\sum f} \right)^2$$

$$\text{Coe. Var} = \frac{\sigma}{\bar{x}} \times 100$$

$$\text{Skewness} = \frac{\text{Mean} - \text{Mode}}{\sigma}$$

$$\text{Kurtosis} = \frac{\text{Semi Inter Quartile Range}}{P_{90} - P_{10}}$$

$$\text{Coefficient of Correlation} = \frac{n \sum xy - \sum x \sum y}{\sqrt{(n \sum x^2 - (\sum x)^2)(n \sum y^2 - (\sum y)^2)}}$$

Normal Equations

$$Y = a + bx$$

$$\sum y = na + b \sum x$$

$$\sum xy = a \sum x + b \sum x^2$$

Estimation and hypothesis testing

$$(\bar{x}_1 - \bar{x}_2) \pm z_{\frac{\alpha}{2}} SE \qquad SE = \sqrt{\frac{\sigma_1^2}{n_1} + \frac{\sigma_2^2}{n_2}}$$

$$SE = SP \sqrt{\frac{1}{n_1} + \frac{1}{n_2}} \qquad SP = \sqrt{\frac{(n_1 - 1)s_1^2 + (n_2 - 1)s_2^2}{n_1 + n_2 - 2}}$$

$$TS = \frac{\bar{x} - \mu_0}{\frac{\sigma}{\sqrt{n}}} \qquad TS = \frac{p - p_0}{\sqrt{\frac{p_0 q_0}{n}}}$$

$$TS = \frac{\bar{x}_1 - \bar{x}_2}{\sqrt{\frac{\sigma_1^2}{n_1} + \frac{\sigma_2^2}{n_2}}} \qquad TS = \frac{\bar{x}_1 - \bar{x}_2}{SP \sqrt{\frac{1}{n_1} + \frac{1}{n_2}}}$$

$$TS = \frac{p_1 - p_2}{\sqrt{\frac{p_1 q_1}{n_1} + \frac{p_2 q_2}{n_2}}}$$

Sum of Square of Variance between groups $\sum (\bar{X} - \bar{\bar{X}})^2$

Sum of Square of variance within groups $\sum (X - \bar{X})^2$

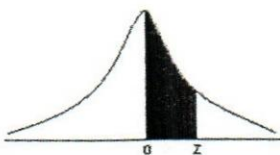
Sum of Square of Total variance = $\sum (X - \bar{\bar{X}})^2$

CRITICAL VALUES for the "F" Distribution, ALPHA = .05.

Denominator DF	Numerator DF									
	1	2	3	4	5	6	7	8	9	10
1	161.448	199.500	215.707	224.583	230.162	233.986	236.768	238.883	240.543	241.882
2	18.513	19.000	19.164	19.247	19.296	19.330	19.353	19.371	19.385	19.396
3	10.128	9.552	9.277	9.117	9.013	8.941	8.887	8.845	8.812	8.786
4	7.709	6.944	6.591	6.388	6.256	6.163	6.094	6.041	5.999	5.964
5	6.608	5.786	5.409	5.192	5.050	4.950	4.876	4.818	4.772	4.735
6	5.987	5.143	4.757	4.534	4.387	4.284	4.207	4.147	4.099	4.060
7	5.591	4.737	4.347	4.120	3.972	3.866	3.787	3.726	3.677	3.637
8	5.318	4.459	4.066	3.838	3.687	3.581	3.500	3.438	3.388	3.347
9	5.117	4.256	3.863	3.633	3.482	3.374	3.293	3.230	3.179	3.137
10	4.965	4.103	3.708	3.478	3.326	3.217	3.135	3.072	3.020	2.978
11	4.844	3.982	3.587	3.357	3.204	3.095	3.012	2.948	2.896	2.854
12	4.747	3.885	3.490	3.259	3.106	2.996	2.913	2.849	2.796	2.753
13	4.667	3.806	3.411	3.179	3.025	2.915	2.832	2.767	2.714	2.671
14	4.600	3.739	3.344	3.112	2.958	2.848	2.764	2.699	2.646	2.602
15	4.543	3.682	3.287	3.056	2.901	2.790	2.707	2.641	2.588	2.544
16	4.494	3.634	3.239	3.007	2.852	2.741	2.657	2.591	2.538	2.494
17	4.451	3.592	3.197	2.965	2.810	2.699	2.614	2.548	2.494	2.450
18	4.414	3.555	3.160	2.928	2.773	2.661	2.577	2.510	2.456	2.412
19	4.381	3.522	3.127	2.895	2.740	2.628	2.544	2.477	2.423	2.378
20	4.351	3.493	3.098	2.866	2.711	2.599	2.514	2.447	2.393	2.348
21	4.325	3.467	3.072	2.840	2.685	2.573	2.488	2.420	2.366	2.321
22	4.301	3.443	3.049	2.817	2.661	2.549	2.464	2.397	2.342	2.297
23	4.279	3.422	3.028	2.796	2.640	2.528	2.442	2.375	2.320	2.275
24	4.260	3.403	3.009	2.776	2.621	2.508	2.423	2.355	2.300	2.255
25	4.242	3.385	2.991	2.759	2.603	2.490	2.405	2.337	2.282	2.236
26	4.225	3.369	2.975	2.743	2.587	2.474	2.388	2.321	2.265	2.220
27	4.210	3.354	2.960	2.728	2.572	2.459	2.373	2.305	2.250	2.204
28	4.196	3.340	2.947	2.714	2.558	2.445	2.359	2.291	2.236	2.190
29	4.183	3.328	2.934	2.701	2.545	2.432	2.346	2.278	2.223	2.177
30	4.171	3.316	2.922	2.690	2.534	2.421	2.334	2.266	2.211	2.165
31	4.160	3.305	2.911	2.679	2.523	2.409	2.323	2.255	2.199	2.153
32	4.149	3.295	2.901	2.668	2.512	2.399	2.313	2.244	2.189	2.142
33	4.139	3.285	2.892	2.659	2.503	2.389	2.303	2.235	2.179	2.133
34	4.130	3.276	2.883	2.650	2.494	2.380	2.294	2.225	2.170	2.123
35	4.121	3.267	2.874	2.641	2.485	2.372	2.285	2.217	2.161	2.114
36	4.113	3.259	2.866	2.634	2.477	2.364	2.277	2.209	2.153	2.106
37	4.105	3.252	2.859	2.626	2.470	2.356	2.270	2.201	2.145	2.098
38	4.098	3.245	2.852	2.619	2.463	2.349	2.262	2.194	2.138	2.091
39	4.091	3.238	2.845	2.612	2.456	2.342	2.255	2.187	2.131	2.084
40	4.085	3.232	2.839	2.606	2.449	2.336	2.249	2.180	2.124	2.077
41	4.079	3.226	2.833	2.600	2.443	2.330	2.243	2.174	2.118	2.071
42	4.073	3.220	2.827	2.594	2.438	2.324	2.237	2.168	2.112	2.065
43	4.067	3.214	2.822	2.589	2.432	2.318	2.232	2.163	2.106	2.059
44	4.062	3.209	2.816	2.584	2.427	2.313	2.226	2.157	2.101	2.054
45	4.057	3.204	2.812	2.579	2.422	2.308	2.221	2.152	2.096	2.049
46	4.052	3.200	2.807	2.574	2.417	2.304	2.216	2.147	2.091	2.044
47	4.047	3.195	2.802	2.570	2.413	2.299	2.212	2.143	2.086	2.039
48	4.043	3.191	2.798	2.565	2.409	2.295	2.207	2.138	2.082	2.035
49	4.038	3.187	2.794	2.561	2.404	2.290	2.203	2.134	2.077	2.030
50	4.034	3.183	2.790	2.557	2.400	2.286	2.199	2.130	2.073	2.026

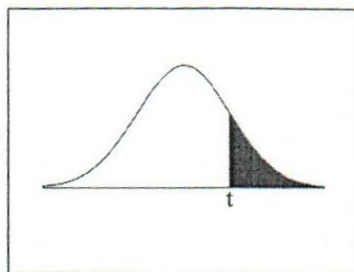
CRITICAL VALUES for the "F" Distribution, ALPHA = .05.

Denominator DF	Numerator DF									
	1	2	3	4	5	6	7	8	9	10
51	4.030	3.179	2.786	2.553	2.397	2.283	2.195	2.126	2.069	2.022
52	4.027	3.175	2.783	2.550	2.393	2.279	2.192	2.122	2.066	2.018
53	4.023	3.172	2.779	2.546	2.389	2.275	2.188	2.119	2.062	2.015
54	4.020	3.168	2.776	2.543	2.386	2.272	2.185	2.115	2.059	2.011
55	4.016	3.165	2.773	2.540	2.383	2.269	2.181	2.112	2.055	2.008
56	4.013	3.162	2.769	2.537	2.380	2.266	2.178	2.109	2.052	2.005
57	4.010	3.159	2.766	2.534	2.377	2.263	2.175	2.106	2.049	2.001
58	4.007	3.156	2.764	2.531	2.374	2.260	2.172	2.103	2.046	1.998
59	4.004	3.153	2.761	2.528	2.371	2.257	2.169	2.100	2.043	1.995
60	4.001	3.150	2.758	2.525	2.368	2.254	2.167	2.097	2.040	1.993
61	3.998	3.148	2.755	2.523	2.366	2.251	2.164	2.094	2.037	1.990
62	3.996	3.145	2.753	2.520	2.363	2.249	2.161	2.092	2.035	1.987
63	3.993	3.143	2.751	2.518	2.361	2.246	2.159	2.089	2.032	1.985
64	3.991	3.140	2.748	2.515	2.358	2.244	2.156	2.087	2.030	1.982
65	3.989	3.138	2.746	2.513	2.356	2.242	2.154	2.084	2.027	1.980
66	3.986	3.136	2.744	2.511	2.354	2.239	2.152	2.082	2.025	1.977
67	3.984	3.134	2.742	2.509	2.352	2.237	2.150	2.080	2.023	1.975
68	3.982	3.132	2.740	2.507	2.350	2.235	2.148	2.078	2.021	1.973
69	3.980	3.130	2.737	2.505	2.348	2.233	2.145	2.076	2.019	1.971
70	3.978	3.128	2.736	2.503	2.346	2.231	2.143	2.074	2.017	1.969
71	3.976	3.126	2.734	2.501	2.344	2.229	2.142	2.072	2.015	1.967
72	3.974	3.124	2.732	2.499	2.342	2.227	2.140	2.070	2.013	1.965
73	3.972	3.122	2.730	2.497	2.340	2.226	2.138	2.068	2.011	1.963
74	3.970	3.120	2.728	2.495	2.338	2.224	2.136	2.066	2.009	1.961
75	3.968	3.119	2.727	2.494	2.337	2.222	2.134	2.064	2.007	1.959
76	3.967	3.117	2.725	2.492	2.335	2.220	2.133	2.063	2.006	1.958
77	3.965	3.115	2.723	2.490	2.333	2.219	2.131	2.061	2.004	1.956
78	3.963	3.114	2.722	2.489	2.332	2.217	2.129	2.059	2.002	1.954
79	3.962	3.112	2.720	2.487	2.330	2.216	2.128	2.058	2.001	1.953
80	3.960	3.111	2.719	2.486	2.329	2.214	2.126	2.056	1.999	1.951
81	3.959	3.109	2.717	2.484	2.327	2.213	2.125	2.055	1.998	1.950
82	3.957	3.108	2.716	2.483	2.326	2.211	2.123	2.053	1.996	1.948
83	3.956	3.107	2.715	2.482	2.324	2.210	2.122	2.052	1.995	1.947
84	3.955	3.105	2.713	2.480	2.323	2.209	2.121	2.051	1.993	1.945
85	3.953	3.104	2.712	2.479	2.322	2.207	2.119	2.049	1.992	1.944
86	3.952	3.103	2.711	2.478	2.321	2.206	2.118	2.048	1.991	1.943
87	3.951	3.101	2.709	2.476	2.319	2.205	2.117	2.047	1.989	1.941
88	3.949	3.100	2.708	2.475	2.318	2.203	2.115	2.045	1.988	1.940
89	3.948	3.099	2.707	2.474	2.317	2.202	2.114	2.044	1.987	1.939
90	3.947	3.098	2.706	2.473	2.316	2.201	2.113	2.043	1.986	1.938
91	3.946	3.097	2.705	2.472	2.315	2.200	2.112	2.042	1.984	1.936
92	3.945	3.095	2.704	2.471	2.313	2.199	2.111	2.041	1.983	1.935
93	3.943	3.094	2.703	2.470	2.312	2.198	2.110	2.040	1.982	1.934
94	3.942	3.093	2.701	2.469	2.311	2.197	2.109	2.038	1.981	1.933
95	3.941	3.092	2.700	2.467	2.310	2.196	2.108	2.037	1.980	1.932
96	3.940	3.091	2.699	2.466	2.309	2.195	2.106	2.036	1.979	1.931
97	3.939	3.090	2.698	2.465	2.308	2.194	2.105	2.035	1.978	1.930
98	3.938	3.089	2.697	2.465	2.307	2.193	2.104	2.034	1.977	1.929
99	3.937	3.088	2.696	2.464	2.306	2.192	2.103	2.033	1.976	1.928
100	3.936	3.087	2.696	2.463	2.305	2.191	2.103	2.032	1.975	1.927



Z	0.00	0.01	0.02	0.03	0.04	0.05	0.06	0.07	0.08	0.09
0.0	0.0000	0.0040	0.0080	0.0120	0.0160	0.0199	0.0239	0.0279	0.0319	0.0359
0.1	0.0398	0.0438	0.0478	0.0517	0.0557	0.0596	0.0636	0.0675	0.0714	0.0753
0.2	0.0793	0.0832	0.0871	0.0910	0.0948	0.0987	0.1026	0.1064	0.1103	0.1141
0.3	0.1179	0.1217	0.1255	0.1293	0.1331	0.1368	0.1406	0.1443	0.1480	0.1517
0.4	0.1554	0.1591	0.1628	0.1664	0.1700	0.1736	0.1772	0.1808	0.1844	0.1879
0.5	0.1915	0.1950	0.1985	0.2019	0.2054	0.2088	0.2123	0.2157	0.2190	0.2224
0.6	0.2257	0.2291	0.2324	0.2357	0.2389	0.2422	0.2454	0.2486	0.2517	0.2549
0.7	0.2580	0.2611	0.2642	0.2673	0.2704	0.2734	0.2764	0.2794	0.2823	0.2852
0.8	0.2881	0.2910	0.2939	0.2967	0.2995	0.3023	0.3051	0.3078	0.3106	0.3133
0.9	0.3159	0.3186	0.3212	0.3238	0.3264	0.3289	0.3315	0.3340	0.3365	0.3389
1.0	0.3413	0.3438	0.3461	0.3485	0.3508	0.3531	0.3554	0.3577	0.3599	0.3621
1.1	0.3643	0.3665	0.3686	0.3708	0.3729	0.3749	0.3770	0.3790	0.3810	0.3830
1.2	0.3849	0.3869	0.3888	0.3907	0.3925	0.3944	0.3962	0.3980	0.3997	0.4015
1.3	0.4032	0.4049	0.4066	0.4082	0.4099	0.4115	0.4131	0.4147	0.4162	0.4177
1.4	0.4192	0.4207	0.4222	0.4236	0.4251	0.4265	0.4279	0.4292	0.4306	0.4319
1.5	0.4332	0.4345	0.4357	0.4370	0.4382	0.4394	0.4406	0.4418	0.4429	0.4441
1.6	0.4452	0.4463	0.4474	0.4484	0.4495	0.4505	0.4515	0.4525	0.4535	0.4545
1.7	0.4554	0.4564	0.4573	0.4582	0.4591	0.4599	0.4608	0.4616	0.4625	0.4633
1.8	0.4641	0.4649	0.4656	0.4664	0.4671	0.4678	0.4686	0.4693	0.4699	0.4706
1.9	0.4713	0.4719	0.4726	0.4732	0.4738	0.4744	0.4750	0.4756	0.4761	0.4767
2.0	0.4772	0.4778	0.4783	0.4788	0.4793	0.4798	0.4803	0.4808	0.4812	0.4817
2.1	0.4821	0.4826	0.4830	0.4834	0.4838	0.4842	0.4846	0.4850	0.4854	0.4857
2.2	0.4861	0.4864	0.4868	0.4871	0.4875	0.4878	0.4881	0.4884	0.4887	0.4890
2.3	0.4893	0.4896	0.4898	0.4901	0.4904	0.4906	0.4909	0.4911	0.4913	0.4916
2.4	0.4918	0.4920	0.4922	0.4925	0.4927	0.4929	0.4931	0.4932	0.4934	0.4936
2.5	0.4938	0.4940	0.4941	0.4943	0.4945	0.4946	0.4948	0.4949	0.4951	0.4952
2.6	0.4953	0.4955	0.4956	0.4957	0.4959	0.4960	0.4961	0.4962	0.4963	0.4964
2.7	0.4965	0.4966	0.4967	0.4968	0.4969	0.4970	0.4971	0.4972	0.4973	0.4974
2.8	0.4974	0.4975	0.4976	0.4977	0.4977	0.4978	0.4979	0.4979	0.4980	0.4981
2.9	0.4981	0.4982	0.4982	0.4983	0.4984	0.4984	0.4985	0.4985	0.4986	0.4986
3.0	0.49865	0.49869	0.49874	0.49878	0.49882	0.49886	0.49889	0.49893	0.49896	0.49900
3.1	0.49903	0.49906	0.49910	0.49913	0.49916	0.49918	0.49921	0.49924	0.49926	0.49929
3.2	0.49931	0.49934	0.49936	0.49938	0.49940	0.49942	0.49944	0.49946	0.49948	0.49950
3.3	0.49952	0.49953	0.49955	0.49957	0.49958	0.49960	0.49961	0.49962	0.49964	0.49965
3.4	0.49966	0.49968	0.49969	0.49970	0.49971	0.49972	0.49973	0.49974	0.49975	0.49976
3.5	0.49977	0.49978	0.49978	0.49979	0.49980	0.49981	0.49981	0.49982	0.49983	0.49983

t-Distribution Table



The shaded area is equal to α for $t = t_{\alpha}$.

df	$t_{.100}$	$t_{.050}$	$t_{.025}$	$t_{.010}$	$t_{.005}$
1	3.078	6.314	12.706	31.821	63.657
2	1.886	2.920	4.303	6.965	9.925
3	1.638	2.353	3.182	4.541	5.841
4	1.533	2.132	2.776	3.747	4.604
5	1.476	2.015	2.571	3.365	4.032
6	1.440	1.943	2.447	3.143	3.707
7	1.415	1.895	2.365	2.998	3.499
8	1.397	1.860	2.306	2.896	3.355
9	1.383	1.833	2.262	2.821	3.250
10	1.372	1.812	2.228	2.764	3.169
11	1.363	1.796	2.201	2.718	3.106
12	1.356	1.782	2.179	2.681	3.055
13	1.350	1.771	2.160	2.650	3.012
14	1.345	1.761	2.145	2.624	2.977
15	1.341	1.753	2.131	2.602	2.947
16	1.337	1.746	2.120	2.583	2.921
17	1.333	1.740	2.110	2.567	2.898
18	1.330	1.734	2.101	2.552	2.878
19	1.328	1.729	2.093	2.539	2.861
20	1.325	1.725	2.086	2.528	2.845
21	1.323	1.721	2.080	2.518	2.831
22	1.321	1.717	2.074	2.508	2.819
23	1.319	1.714	2.069	2.500	2.807
24	1.318	1.711	2.064	2.492	2.797
25	1.316	1.708	2.060	2.485	2.787
26	1.315	1.706	2.056	2.479	2.779
27	1.314	1.703	2.052	2.473	2.771
28	1.313	1.701	2.048	2.467	2.763
29	1.311	1.699	2.045	2.462	2.756
30	1.310	1.697	2.042	2.457	2.750
32	1.309	1.694	2.037	2.449	2.738
34	1.307	1.691	2.032	2.441	2.728
36	1.306	1.688	2.028	2.434	2.719
38	1.304	1.686	2.024	2.429	2.712
∞	1.282	1.645	1.960	2.326	2.576

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Year 2 Semester II
SEMESTER END EXAMINATION
Health and Safety in Tourism – THM 22132

- This paper consists of SEVEN questions on ELEVEN (11) 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: 2020.03.05

Pass mark: 40%

Time: 02 Hours

Question 01: (Compulsory)

Food Safety refers to handling, preparing and storing food in a way to best reduce the risk of individuals becoming sick from foodborne illnesses. Food safety is a global concern that covers a variety of different areas of everyday life.

- (a) What define "Food Poisoning" and "Food Contamination" (04 Marks)
- (b) Explain the common causes of Bacterial Food Poisoning and Foodborne Diseases (10 Marks)
- (c) What are the common symptoms of Bacterial Food poisoning? (05 Marks)
- (d) What are the sources of Chemical Food Contamination (03 Marks)
- (e) How can you prevent from Viruses in food (03 Marks)

Question 02

The kitchen is a place of many potential accidents, but since we frequent it on regular basis, we often forget how dangerous it can be. Accidents can be the result of poor kitchen design and maintenance or through errors made while cooking.

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- (a) "Serious slip and fall injuries can occur dangerous health and safety issues including: Sprains and strains, Cuts, lacerations, and abrasions, Broken bones, Elbow and shoulder injuries, Back and neck injuries, Arm and leg injuries, Knee and ligament injuries, Hip fractures, Facial injuries, Concussion and head trauma, Traumatic brain injuries"

Evaluate above statement and explain your answer with common causes for slips and falls and preventions (08 Marks)

- (b) Slips and falls are some common kitchen accidents. Apart from Slips and falls explain four other types of common kitchen accidents and the prevention methods which should be practiced by hoteliers to avoid those kitchen accidents

(12 Marks)

- (c) Signboards use a combination of shape, color and a symbol or pictogram. Only information authorized in Regulations may be displayed on safety signs. Identify at least three safety colors with their meaning or purpose (05 Marks)

Question 03

The food industry has a legal duty to keep their premises free of pests, principally because they carry bacteria that can contaminate food. Food businesses are required to take all reasonable precautions to prevent food pests gaining entry into food storage and preparation areas.

- (a) Explain the most common ways that pests can access food preparation and storage areas (12 Marks)
- (b) Waste food may create perfect environment for pests. What are the five steps of managing food waste? (05 Marks)
- (c) Briefly explain types of pests and the food hazards they create (08 Marks)

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Question 04

According to the U.S. based Adventure Travel Trade Association, adventure travel may be any tourist activity, including two of the following three components: a physical activity, a cultural exchange or interaction and engagement with nature.

- (a) What are the Adventure Travel Guide Qualifications published by-Adventure Travel Trade Association? (05 Marks)
- (b) Explain the Technical Competencies that an Adventure Travel Guide must have (09 Marks)
- (c) Briefly explain the most common causes of caving accidents (08 Marks)
- (d) Give a brief introduction about the "Group Size" in Caving (03 Marks)

Question 05

Tourist arrivals fall 7.4% in Jan. -Corona Outbreak and Sri Lanka Tourism,
By Charumini de Silva-04.02.2020

- Chinese visitors drop 15% to 22,363; Tourism officials fear February dip will be bigger
- Sri Lanka Tourism Chief to speak with stakeholders on new strategy to pitch China

Sri Lanka's tourist arrivals fell by 7.4% to 226,094 in January from a year earlier, largely influenced by the sharp drop in visitors from China with the outbreak of the novel coronavirus.

According to Sri Lanka Tourism Development Authority (SLTDA), Chinese tourist arrivals fell 15% from 22,363 in January compared to 26,414 same period last year.

Noting that the Chinese account to a significant portion of the global tourism, SLTDA Chairperson Kimarli Fernando said Sri Lanka too will be impacted negatively.

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“Considering the arrival numbers, there is a drop in overall tourists received in January. It is difficult to predict the drop in numbers, but February will be bigger,” she feared.

Chinese Embassy in Sri Lanka last week informed its nationals from novel coronavirus affected areas including Hubei Province to cancel or postpone their visits to Sri Lanka.

Meanwhile, Sri Lanka is now preapproving visas to visitors only from Chinese cities, where there are no large concentrations of coronavirus infections. The authorities have also stopped issuing on-arrival visas to Chinese travellers.

Although China has also stopped outgoing group tours from the country, she said individuals and families still continue to arrive.

Fernando said Sri Lanka Tourism will take all measures and discuss with key industry stakeholders on how they are going to pitch to the Chinese market in going forward, noting that it is a key source market. “We need to look at a different profile in terms of pitching to the middle to the high-end travellers in China,” she added.

On an average Sri Lanka receives about 4,800 Chinese tourists per week from various airlines including China Southern, China Eastern, China Air and Sri Lankan Airlines.

From today onwards a prohibition has been put in place for visitors from accompanying passengers inside the airport until further notice and for passengers arriving from China, a separate exit terminal has been set up at the Bandaranaike International Airport (BIA).

- (a) Briefly explain your ideas about the importance of personal hygiene among Tourism Service Providers and Tourists in a situation like “Corona Outbreak” (07 Marks)
- (b) Explain why “Corona Outbreak” in Hubei, China negatively impact on Sri Lanka Tourism (05 Marks)

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- (c) Briefly give your ideas about the precaution methods taken for "Corona Virus" in the Bandaranayake International Airport (05 Marks)
- (d) "As the third largest income generator of the country, Tourism Industry has to wisely and responsibly act in this kind of health hazardous situation which directly impact on the industry". Critically evaluate the above statement (08 Marks)

Question 06

Write Short notes on below topics

- (a) Personal Grooming (05 Marks)
- (b) Hand Hygiene (05 Marks)
- (c) Protective Overalls (used by kitchen staff) (05 Marks)
- (d) Shelf Life (05 Marks)
- (e) Food Pests (05 Marks)

Question 07

Underline the correct answer (25 Marks)

01. Food poisoning is most likely to be caused by:

- a) Pathogenic bacteria
- b) Cooking food in a steamer
- c) Using a sanitizer
- d) Moulds

02. The most common symptoms of food poisoning are:

- a) Skin rash, aching joints, cough
- b) Headache, stiff neck, nausea

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- c) Vomiting, stomach cramps, diarrhea
 - d) High temperature, sore throat, sneezing
03. Which one of the following is considered to be a 'high risk food'?
- a) Pickled onions
 - b) Strawberries
 - c) Frozen fish
 - d) Vegetable sandwiches
04. When raw chicken has been cut on a red chopping board it should then be:
- a) Immediately cleaned and disinfected
 - b) Stacked with plates to be cleaned later
 - c) Wiped with sanitizer wipes
 - d) Turned over so something else can be chopped on it
05. Which of the followings is not a biological contamination?
- a) Human beings
 - b) Detergent
 - c) Pests
 - d) Dust and soil
06. Food can be contaminated by viruses. Which of the followings is not a Prevention method?
- a) Buying Products from reputable and reliable suppliers
 - b) Thoroughly cook food at a high temperature

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- c) Cleaning hands properly before handling food
- d) Handling food with symptoms like vomiting or diarrhea

07. Which of the following methods cannot transmit viruses?

- a) Consumption of contaminated food and water
- b) Person-to-person contact
- c) Contact with contaminated objects.
- d) Consumption of canned food

08. Widely used synthetic coloring matter with excellent stability is

- a) Red 2G
- b) Yellow
- c) Malachite Green
- d) Blue

09. Plastic containers may not release chemicals through,

- a) Printing ink released from the plastic containers when in contact with food
- b) Using standard plastic materials to produce plastic containers
- c) Chemicals at high temperature or too acidic food
- d) by placing food directly on tray liners

10. To prevent from bio chemical toxins, people should not,

- a) Buy coral reef fish from reputable and licensed seafood shops
- b) Buy coral reef food caught from safe harvesting area
- c) Avoid eating the roe, liver, guts, head and skin of coral reef fish;
- d) Consume the cooking liquid of the shellfish (eg: fish stock)

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11. Which of the following behaviors of food handlers is not appropriate?
- a) Take off earrings before working.
 - b) Eat in the common room.
 - c) Go to work when having a cold.
 - d) Wash hands after touching money.
12. In which of the following situations should a food handler stop handling food and food utensils and equipment that are contacted by food?
- a) Coughing.
 - b) The wound on hand has been covered by a plaster and wearing waterproof gloves.
 - c) Stomach ache.
 - d) Stop handling food in all of the above situations.
13. Safety colors of catering industry are,
- a) Red, Yellow, Blue, Green
 - b) Orange , purple, blue, Red
 - c) Yellow, Gray, Black, Blue
 - d) Blue, Black, Pink, Orange
14. Which of the followings is not a common kitchen accident?
- a) Slips, trips and falls
 - b) Cuts
 - c) Traffic accidents
 - d) Burns and Scalds

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15. Slips, trips and falls account for a considerable proportion of work-related accidents.

When slips, trips or falls happened,

- a) Use absorbent material to soak up the spill
- b) Wipe away the spills by using a wet cloth
- c) Ignore the spills
- d) Keep kitchen equipment on actual pedestrian traffic routes, where people actually walk

16. High risk areas of a kitchen are ,

- a) Level changes (eg: slopes/ ramps, steps/ stairs)
- b) Mats, rugs
- c) Slippery surfaces
- d) All of the above

17. Falling objects may be particularly dangerous. Objects may fall by,

- a) Overloading shelves
- b) Storing heavy items below shoulder level
- c) Repairing damaged and broken shelves
- d) Inspecting storing area regularly

18. Which of the followings is not an optional ingredient permitted for Breads?

- a) Sugar
- b) Milk and Milk Products
- c) Kurakkan flour
- d) Processed meat

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19. Which of the followings is not a reason to have food regulations in a country?

- a) To create a better market place for artificial food
- b) To protect consumer
- c) To protect industry
- d) To control imports

20. What are the information that must be mentioned in the Main Panel of a food package when Food Labelling and Advertising according to the food regulations act 2005?

- a) Common Name, Brand/Trade Name and Manufacturer's Name
- b) Common Name, Brand/Trade Name and Net contents in international symbols
- c) Brand Name, Ingredients and Health Benefits
- d) Net contents in International symbols, Common Name and Instructions for storage

21. Date of Expiry of a food is not mentioned as,

- a) "Use Before"
- b) "Best Before"
- c) "Keep away Before"
- d) "End of Shelf Life"

22. Added coloring substances are not permitted unless any exceptions in,

- a) Milk
- b) Popsicles
- c) Fruit Juice
- d) Cup Cakes

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23. Which of the followings is not prohibited in food packaging?

- a) Package/container used for non-food product
- b) Sugar/flour in sack previously used for other purposes
- c) Plastic packages specifically designed to store food according to the international standards
- d) Edible oil/fat in bottle or metal container previously used for other purposes

24. "Period of time between the date of manufacture and its usability by the consumer, during which time the product is safe for human consumption and is of satisfactory quality in terms of nutritional value, flavour, texture and appearance"

Above is the definition for,

- a) Incubation Period
- b) Shelf Life
- c) Food Processing period
- d) Quality of Food

25. Who is not an administration member of the Food Advisory Committee?

- a) Chairmen of the Hoteliers ' Association
- b) Director General of Health Services
- c) Food Commissioner
- d) Chief Medical Officer of Health of Colombo Municipal Council

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



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Year 2 Semester II
SEMESTER END EXAMINATION
Food and Beverage Management – THM 22123

- This paper consists of EIGHT questions on TEN (10) 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: 2020.03.03

Pass mark: 40%

Time: 03 Hours

Question 01: (Compulsory)

SELECT MOST APPROPRIATE ANSWER OUT OF THE GIVEN CHOICES.

(20 Marks)

(a) What is the temperature danger Zone?

1. 5°C - 65°C
2. 15°C - 65°C
3. 5°C - 56°C
4. 15°C - 56°C

(b) What does "HACCP" stands for?

1. Hazard Analytic Critical Control Point
2. Hazard Analysis Critical Control Process
3. Hazard Analysis Critical Control Point
4. Hazard Analysis Control Critical Point

(c) Whiskey made in America is known as?

1. Blended
2. Scotch

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3. Malt
4. Bourbon

(d) Champagne is made in which region in France?

1. Bordeaux region
2. Burgundy region
3. Armagnac region
4. Champagne region

(e) Cognac is made in which country?

1. Italy
2. France
3. Spain
4. England

(f) What is the main ingredient of arrack?

1. Molasses
2. Kernel
3. Coconut Water
4. Toddy

(g) Which of the following effects service?

1. Type of customers to be served.
2. Time available for the meal.
3. Turnover of customers.
4. All of the above

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(h) What is the clarifying agent in beer?

1. Primings
2. Finings
3. Hops
4. Eggs

(i) Where is Carlsberg produced?

1. Denmark
2. Sri Lanka
3. Singapore
4. England

(j) What is on the rocks?

1. Liquor served over ice cubes
2. Shot of liquor only
3. Liquor and chaser only
4. Liquor with crushed ice

(k) What is the main ingredient used to flavor gin?

1. Gin Cherries
2. Juniper Berries
3. Juniper Cherries
4. Gin Berries

(l) What is the main flavor of Kahlua?

1. Milk
2. Coffee
3. Almond
4. Chocolate

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(m) What are pips?

1. Flesh
2. Wild Yeast
3. Seeds
4. Skin

(n) What does the French term "Legume" mean?

1. Vegetables
2. Roast
3. Fish
4. Sorbet

(o) "A plaster falling into food" What type of a hazard is this?

1. Chemical Hazards
2. Biological Hazards
3. Physical Hazards
4. None of the above

(p) What is POS?

1. Point of Sales
2. Place of Sales
3. Point of Stocks
4. Place of Stocks

(q) Steaks are served in which type of breakfast?

1. English Breakfast
2. Continental Breakfast
3. American Breakfast
4. All of the above

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- (r) What does AI Fresco mean?
1. Air Conditioned Seating
 2. Indoor Seating only
 3. Both indoor and outdoor seating
 4. Outdoor Seating Only
- (s) What is BOT?
1. Bar Order Ticket
 2. Beverage Order Ticket
 3. Beverage Outlet Ticket
 4. Bar Outlet Transfer
- (t) What is "Bill of Fare"?
1. Bill
 2. BOT
 3. KOT
 4. Menu

Question 02

- (a) Define what wine is? (02 Marks)
- (b) Write three (3) Red and White varieties of grapes each, used in making wine. (03 Marks)

Red Grapes	White Grapes

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- (c) Draw a flow diagram explaining the classification of wine. (05 Marks)
- (d) Briefly explain each type of wine mentioned in the classification of wine. (10 Marks)

(Include: - The Definition, type of grapes used in production, unique points in production, Countries it's produced in).

Question 03

- (a) What are the revenue producing and supporting areas of Food and Beverage operations? (02 Marks)
- (b) What are the Different components of guest expectations of F&B Operations? (At least 4 components) (03 Marks)
- (c) What is Meal and Drink Experience? List down 4 tangible and intangible factors each. (05 Marks)
- (d) Briefly explain five (5) general Food and Beverage restaurants, and its different characteristics of each outlet. (10 Marks)

(Include: - Type of outlet, theme, music, service style, uniform, staff etc..).

Question 04

- (a) Explain the Organization Structure of the "Modern Restaurant Brigade" through a hierarchy (flow diagram). (05 Marks)
- (b) Describe and list down the General Duties of the, following Personnel in the Restaurant. (05 Marks)
- i. The Restaurant manager (Directeur Du Restaurant)
 - ii. The Sommelier (Chef de Vin)
 - iii. The Carver (Trancheur)
 - iv. Apprentice (Apprentis)

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(c) In a Hotel all departments work together as a team, in order to satisfy guest needs and achieve organizational objectives. List down 4 points each for the relationship between Food and Beverage department and the following departments.

(10 Marks)

- i. Reception / Front Office Department
- ii. Housekeeping Department
- iii. Maintenance / Engineering Department
- iv. Kitchen Department
- v. Finance / Accounts Department
- vi. Human Resource and Training Department
- vii. Kitchen Stewarding Department

Question 05

(a) Explain the following "Hotel Room Tariffs" and what facilities the guest are entitled for? (05 Marks)

- i. H/B (Demi Pension)
- ii. B/B (Continental Plan)
- iii. R/O (European Plan)
- iv. F/B (American Plan)
- v. MAP (Modified American Plan)
- vi. Club Concept / All Inclusive

(b) Briefly explain the different courses / food items served in an "American Breakfast". (05 Marks)

(c) List down the five (5) different service styles, and briefly explain the "Plated Service" and its benefits. (10 Marks)

(Include: - Other names used for the service, uniqueness of the service style, presenting & service style, Special utensils used, which side the presenting of food /service & clearance is done from).

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Question 06

- (a) What are the two (2) main classification of beverages? And name four (4) categories of beverages which don't contain alcohol? (02 Marks)
- (b) Describe what is beer? And briefly explain what are the main ingredients used in the production of beer & why is it being used (The main purpose of the ingredient). (05 Marks)
- (c) Explain what is a cocktail? And briefly explain the six (6) main methods of making cocktails. (05 Marks)
- (d) Briefly explain four (4) out of the main seven (7) types of Spirits listed down. (08 Marks)
- i. Whisky
 - ii. Brandy
 - iii. Gin
 - iv. Rum
 - v. Vodka
 - vi. Arrack
 - vii. Tequila

(Include: - The definition, Main ingredient, other ingredients used, Specialty, Producing country(s), Uniqueness, Method of making Alcohol, Standard chaser, Standard glass used, Famous Cocktails made with the spirits, etc..)

Question 07

- (a) Explain the following Types of Menus. (05 Marks)
- i. Table d'hote menu (Set Menu)
 - ii. A la carte menu
 - iii. Plat du Jour
 - iv. Carte du Jour

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(b) Complete five (5) from the following table.

(05 Marks)

Book	Used to record
Order Book	
Goods Inwards/Goods Received Book	
Goods Returned Book	
Cellar Stock Ledger	
Bin Cards	
Requisition	
Ullage Book	
Transfer Book	
Daily Consumption Sheet	

(c) Briefly explain four (4) out of the following, giving at least Four (4) examples each.

(10 Marks)

- i. Objectives of menu planning
- ii. The basic menu criteria's
- iii. Essential details for "the composition of menu
- iv. Aids in menu planning
- v. Factors to be considered when designing the menu
- vi. Advantages of menu planning

Question 08

(a) Why Is Handling Guest Complaints Important to an establishment? And explain with an example, what are the four (4) main types of guest complaints? (05 Marks)

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(b) Briefly explain what are the main five (5) Steps, in Handling Complaints? And according to you list down The Do's & Don'ts of Handling Customer Complaints four (4) each. (05 Marks)

(c) Personal Hygiene and Grooming is a very important element for a food handler. As an educated professional in this industry, you have been given the task to teach & train the new recruits of your establishment in the following areas. Explain what key areas you would mention, and why it is important considering five (5) of the following. (05 Marks)

- i. Bathing
- ii. Hands
- iii. Finger Nails
- iv. Hair
- v. Nose
- vi. Mouth
- vii. Ears
- viii. Teeth
- ix. Feet
- x. Cuts, Burns and Sores Cosmetics
- xi. Jewellery
- xii. Smoking
- xiii. Spitting
- xiv. Clothing

(d) Why is Health, Safety & Food hygiene important to this Industry? And explain what "HACCP" is, and the three (3) main types of Hazards. (05 Marks)

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



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Year 2 Semester II
 SEMESTER END EXAMINATION
 Kitchen Operations – THM 22113

- This paper consists of EIGHT questions on EIGHT (08) 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: 2020.02.29

Pass mark: 40%

Time: 03 Hours

Question 01: (Compulsory)

SELECT MOST APPROPRIATE ANSWER OUT OF THE GIVEN CHOICES.

(20 Marks)

1. What does "Poele" mean?

1. Pot Roasting
2. Braising
3. Poaching
4. Grilling

2. The colour of chopping board used for vegetables?

1. Green
2. Yellow
3. Brown
4. White

3. Bacteria grows into 2 every?

1. 2 minutes
2. 20 seconds
3. 2 hours
4. 20 minutes

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4. What type of hazard is shell fish?

1. Physical
2. Chemical
3. Biological
4. Allergic

5. What is the most suitable firefighting equipment used in the kitchen for a deep fat fryer ?

1. Water
2. Wet chemical
3. Foam
4. CO₂

6. Which of the following should be soaked and rinsed in vinegar when cleaning?

1. Aluminium
2. Zink
3. China
4. Copper

7. What is IPM?

1. Insectocutor Process Management
2. Identified Pest Management
3. Integrated Pest Management
4. Integrated Process Management

8. Mayonnaise is made with?

1. Egg,Vinegar,Olive Oil
2. Egg Yolk,Vinegar,Olive Oil
3. Egg Yolk,Olive Oil,Hot Water
4. Egg white,Vinegar,Olive Oil

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9. What is the order of cooking beef from lower to higher temperatures?

1. Rare,Medium,Well Done
2. Medium, Rare, Well Done
3. Well Done, Rare, Medium
4. Well Done, Medium, Rare

10. What is the main nutrient in eggs?

1. Protein
2. Fat
3. Carbohydrate
4. Vitamins

11. Egg and cheese mixture baked in a pastry shell is known as?

1. Souffle
2. Quiche
3. Eclair
4. Custard

12. What is ravioli?

1. Rice
2. Pasta
3. Dessert
4. Pastry

13. What is "Baguette"?

1. Kaizer Roll
2. French Bread
3. Soft Roll
4. Vienna Bread

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14. Choose the incorrect White Stock?

1. Pork
2. Beef
3. Fish
4. Chicken

15. "Hand Sanitiser falling into food" What type of a hazard is this?

1. Chemical Hazards
2. Biological Hazards
3. Physical Hazards
4. None of the above

16. Which country's national soup is Minestrone?

1. Italy
2. France
3. England
4. Poland

17. To which category does Bratt Pan fall into?

1. Mechanical Equipment
2. Utensil
3. Large Equipment
4. Small Equipment

18. Which is not the suitable way of thawing?

1. Thawing in the Chiller
2. Thawing under running water
3. Thawing in a bowl of water
4. Thawing in the fridge

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19. Which of the following is an example for under heat grilling?

1. Salamander
2. Barbeque Grills
3. Waffle
4. Toaster

20. What is also known as tenderloin in beef?

1. Leg
2. Rib
3. Porterhouse
4. Fillet

Question 02

- | | |
|--|------------|
| (a) Name two equipment used in the stores. | (02 Marks) |
| (b) What is FIFO? | (02 Marks) |
| (c) What are the three (3) principles of cooking? | (02 Marks) |
| (d) Name two (2) ways diseases can get transmitted. | (02 Marks) |
| (e) Draw the fire triangle. | (02 Marks) |
| (f) What is the equipment used to measure the temperature of food? | (02 Marks) |
| (g) Name two types of lettuce. | (02 Marks) |
| (h) Name two sauces. | (02 Marks) |
| (i) What are the three types of roux? | (02 Marks) |
| (j) What are the two methods of boiling? | (02 Marks) |

Question 03

- | | |
|--|------------|
| (a) What is a stock? | (02 Marks) |
| (b) Name three (3) thickening agents and explain three (3) of them | (03 Marks) |
| (c) Name five (5) dishes that thickening agents are used. | (05 Marks) |

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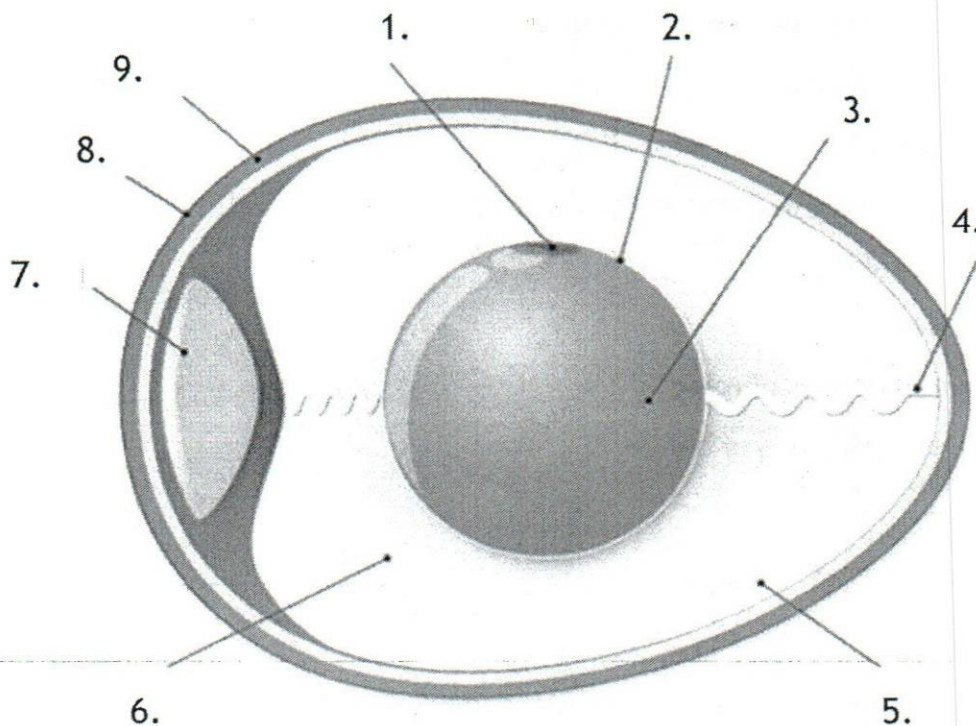
- (d) Draw the soup classification and give a brief description of each type of soup with 1 example each. (10 Marks)

Question 04

- (a) Name the parts of a sandwich and describe the different types of sandwiches served in a restaurant. (05 Marks)
- (b) Briefly explain five (5) cuts of vegetables and give a dish for each cut. (05 Marks)
- (c) Explain five (5) cuts of fish. (05 Marks)
- (d) Explain the two (2) types of salads and name three (3) dressings. (05 Marks)

Question 05

- (a) Name all the parts of the egg and name five (5) types of egg preparations. (10 Marks)



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(b) Name three (3) varieties of pasta, draw their shape and explain two of the pasta sauces. (05 Marks)

(c) What are the four (4) characteristics of a good coffee and name five (5) types of coffee and draw the layers of espresso, milk foam and steamed milk of them. (05 Marks)

Question 06

(a) Name three (3) materials and three (3) equipment used for cleaning. (03 Marks)

(b) List down two (2) items for each of the following food preparation equipment category.

- i. Large Equipment
- ii. Mechanical Equipment
- iii. Utensils and Small Equipment
- iv. Knives

(08 Marks)

(c) Fill in the following table with 3 types of pests and list down 2 places of which they are found and 2 preventive measures for each of the pests. (09 Marks)

Table 6.1 : Pest details

Pest	Areas found in	Preventive Measures
1.	i. ii.	i. ii.
2.	i. ii.	i. ii.
3	i. ii.	i. ii.

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Question 07

- (a) What is cross contamination? (02 Marks)
- (b) Name three (3) types of chopping boards and mention the appropriate colour of the board. (03 Marks)
- (c) Name six (6) food items that spoil fast. (03 Marks)
- (d) Name two (2) microorganisms and 2 diseases spread by them. (02 Marks)
- (e) List the preferable conditions for the growth of microorganisms and give one factor for each. (10 Marks)

Question 08

- (a) What are the factors that cause spoilage and nutrient loss? (03 Marks)
- (b) List down the three (3) main types of food stored, the most suitable place for storage and list down two (2) examples each. (05 Marks)
- (c) Draw the order of safe refrigerator storage and mention 2 examples for each of the levels. (12 Marks)

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

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Year 2 Semester II
SEMESTER END EXAMINATION
Consumer Behavior for Tourism – THM 22102

- This paper consists of SEVEN 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: 2020.02.27

Pass mark: 40%

Time: 02 Hours

Question 01: (Compulsory)

- (a) Define the term “consumer behavior” (05 Marks)
- (b) Consumers are influenced by the buyer’s characteristics in their black box. Briefly explain the impact of the age and life cycle, occupation, reference group and culture factors’ influence on the purchasing decision of a guest. Support our answer with appropriate examples. (20 Marks)

Question 02

- (a) A motive is an inner state that energizes, activates or moves and that directs behavior towards goals. Explain four (04) types of motives with a traveler. (10 Marks)
- (b) Information search stage is critical in the Buyer Decision Process for both industry personals as well as customers. There are latest trends are also there, used by the guests in the travel and tourism industry in searching information. In this case, briefly explain, what kind of information stores that a hotelier can maintain and how to enrich them in order to provide a clear picture for the customer about the services provided. (15 Marks)

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Question 03

- (a) Levels of a product is a critical marketing strategy to attract and retain customers. Assume on the services of an airline or a hotel and discuss the application of the product levels to attract the consumers. (10 Marks)
- (b) Explain the implication of the below mentioned pricing strategies with examples. (15 Marks)
- (i) Value Based Pricing
 - (ii) Seasonal Pricing
 - (iii) International Pricing

Question 04

Write short notes on five (05) of the below mentioned latest travel trends.

- (a) Slow travel
 - (b) Solo travelling
 - (c) Insta-tourism
 - (d) B-leisure" trips
 - (e) Dark Tourism
 - (f) Mini trips
 - (g) Self-guided walking holidays
- (05*05 Marks)

Question 05

Female executive travelers have been a key niche market for the travel and tourism industry today. Discuss, how a hotelier or a travel agent can design customized service for this market ensuring safety, security and customized care. (25 Marks)

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Question 06

- (a) Designing amenities for differently abled guests is crucial. Suggest 10 specific facilities that would be available with a hotel in order to cater to such groups. (10 Marks)
- (b) Royal avenue is a world famous hotel located in Sri Lanka and these days they are making some improvements of their services offer, targeting kids and their family needs on adventure. Considering the influence of children on their parents' purchasing decision, design three major service packages targeting kids which is to determine a competitive advantage in the hospitality industry. (15 Marks)

Question 07

The impact of "Corona Virus" to the travel and tourism industry in the entire world is immense and it provides multiple negative impacts. At the same time, hotel managements and airlines mainly may develop some strategies to mitigate the negative impact and attract tourists to various destinations. Discuss what kind of specific internal processes and marketing communication activities that can be developed in order to safeguard the travelers in this situation. (25 Marks)

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

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Year 2 Semester II
SEMESTER END EXAMINATION
Tourism Destination Management – THM 22093

- This paper consists of EIGHT questions on FIVE (05) 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: 2020.02.25

Pass mark: 40%

Time: 03 Hours

Question 01: (Compulsory)

The role of Destination Management in the development of sustainable tourism is highly important. It proves to be a key to success for tourism management, at large.

- (a) Briefly explain the importance of managing a Tourist Destination (03 Marks)
- (b) Briefly Explain the below terms used in Tourism Destination Management with appropriate examples (06 Marks)
- Tourist Destination
 - Tourist Site
 - Tourist Attraction
- (c) Explain the types of Attractions identified in Tourism Destination Management with examples (08 Marks)
- (d) Write at least three Tourism Products with examples (03 Marks)

Question 02

A Mission statement defines what an organization is currently doing, while a Vision statement is basically the ultimate goal of what they'd like to accomplish. The mission is what people do in order to achieve the vision. Vision and Mission statements are equally

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important in Branding and Marketing of a Tourism Destination

- (a) What should be the Characteristics of a Vision Statement? (04 Marks)
- (b) Identify the Unique Selling Propositions of Sri Lanka as a Tourist Destination and explain the importance of USPs in Tourism Destination Branding and Marketing (06 Marks)
- (c) Given below the Mission Statements of Sri Lanka Tourism and Singapore Tourism. Critically evaluate the mission statements of two countries (10 Marks)

Mission - Sri Lanka Tourism

To be a high-value destination offering extraordinary experiences that reflect Sri Lanka's natural and cultural heritage, are socially inclusive and environmentally responsible, and provide economic benefits to communities and the country

Mission - Singapore Tourism

To shape a dynamic tourism landscape for Singapore in partnership with industry and community.

Question 03

Determining destination competitiveness is vital to appraise the performance of a destination compared to its competitors.

- (a) Define the term "Destination Competitiveness". (04 Marks)
- (b) Explain the reasons to Measure the Competitiveness of a Tourist Destination. (04 Marks)
- (c) What are the categories of Tourist Destination competitiveness indicators?

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(04 Marks)

- (d) Identify four Competitiveness Indicators of a Tourist Destination and explain them with appropriate examples (08 Marks)

Question 04

Infrastructure is the fundamental facilities and systems serving a country, city, or other area, including the services and facilities necessary for its economy to function

- (a) Define the term "Tourism Infrastructure" (03 Marks)
- (b) Accommodation Infrastructure includes hotels, restraints, and campsites. Good accommodation services to the tourists attract them to stay longer. Identify recent Accommodation Infrastructure development in Sri Lanka and explain the importance of developing Accommodation infrastructure in the development of Sri Lanka as a Tourist Destination (12 Marks)
- (c) Briefly explain the four components of Tourism Infrastructure with examples (05 Marks)

Question 05

Sustainable tourism is becoming more and more important, as many people want to reduce the negative impacts of tourism and also are very conscious about the benefits given to the local community through tourism.

- (a) Write down the UNWTO definition for "Sustainable Tourism Development" (05 Marks)
- (b) "Whether the cause is rising sea levels or climate change, mass tourism, or cruise ships, there is no doubt that Venice city of Italy is suffering from tourism. The marsh on which Venice sits is compacting. Historic buildings are sinking. Stonework and carvings are crumbling away. Residents find it is difficult for them to carry out their day to day works due to the unbearable number of tourists in the city."

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Above passage is a great example which shows how important it is to Sustainably Manage and Develop a Tourism Destination. Give your ideas to explain why Sustainable Tourism Development is important in Destination Management

(10 Marks)

(c) What are the Insights driving Development of Sustainable Destinations?

(05 Marks)

Question 06

In Tourism Destination Management it is very important for all the key players to have a clear understanding about their own duties and responsibilities within the industry.

(a) Who are the key players in tourism planning and management? (04 Marks)

(b) "Tourists has the responsibility for not taking part in activities which are illegal or widely condemned by society, such as sex with children, engage in prostitution, drug dealing in any tourist destination"

Do you agree with the above statement? Justify your answer. (10 Marks)

(c) What are the main reasons for the involvement of the public sector in Tourism Destination Management (03 Marks)

(d) Managing visitors is very important in managing a destination. Write down main ways of managing visitors? (03 Marks)

Question 07

Tourism can have a profound impact on holiday destinations – from the economic benefits of jobs and tax revenues, to positive and negative impacts on the environment and local communities. Very little is known about the overall impact tourism is having on destinations.

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- (a) Explain the importance of Measuring Tourism Impacts (12 Marks)
- (b) Write Short notes on below topics
- i. Natural Tourism Attractions (04 Marks)
 - ii. Direct and Indirect Economical Contributions of Tourism (04 Marks)

Question 08

Destination Management defines a process that involves coordinated actions aimed to control the economic, socio-cultural and environmental dimensions of a specific tourism territory. It should be carried out by local authorities and other tourism stakeholders in partnership, following principles of good governance

Explain the steps of Tourism Destination Development (20 Marks)

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