



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



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

- This paper consists of EIGHT (08) questions on FOUR (04) 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: 2023.03.24

Pass mark: 40%

Time: 03 Hours

Question 01: (Compulsory)

Refer to the following scenario taken from the website adaderana.lk and provide the most appropriate answers to the following questions.

A grieving husband whose wife died on their honeymoon from suspected food poisoning has been banned from leaving Sri Lanka by police.

Khilan Chandaria, 33, and his partner Usheila Patel, 31, fell ill during a five-star hotel stay in the coastal city of Galle and were rushed to hospital. His wife was later pronounced dead, and a devastated Mr. Chandaria cannot leave until more tests are performed - despite not being charged or arrested. The couple married in Brent, North London, on April 14, before traveling to Sri Lanka for a two-week, £6,600 trip. At a £100-a-night hotel, the pair drank Sprites with vodka in them - bought at Heathrow airport - and shared a sandwich and chips.

- i. What is meant by "food poisoning"? (02 Marks)

- ii. Explain what is meant by cross-contamination and point out the causes of cross-contamination. (06 Marks)
- iii. Imagine you are the executive chef of the above five-star hotel and point out how you investigate this issue from your end. Moreover, explain your actions to avoid food poisoning in the hotel's future. (12 Marks)

Question 02

You are appointed as the food safety officer at "Shooting Stars" fine dining restaurant. This property does not provide accommodation facilities to the guests. However, the restaurant is popular among local and foreign guests. Making a reservation to dine at this restaurant is difficult because of the higher demand. During the kitchen inspection, you identified misconduct regarding the cleaning. Therefore, you arranged a training session to teach the kitchen staff to maintain the kitchen.

- I. What is meant by organic waste, and provide two examples. (02 Marks)
- II. What key points should kitchen staff consider when cleaning the kitchen premises? (06 Marks)
- III. What are the six stages process of cleaning? (06 Marks)
- IV. Differentiate three cleaning products that commonly use in commercial kitchens. (06 Marks)

Question 03

"Food is any substance, liquid or solid which provides the body with materials; for heat and energy, growth and repair, and regulating the body's processes. However, all the food must be cooked before it is consumed."

- I. Do you agree with this statement? Explain the reasons for your answer with examples. (04 Marks)
- II. Explain the effects of cooking with suitable examples. (07 Marks)
- III. Differentiate braising, stewing, and pot roasting. (09 Marks)

Question 04

The word "information" is used in many different ways. Originally, it comes from a word that meant to give a form to something. Information is something that people can learn, know about, or understand. For example, a newspaper contains information about the world.

- I. What are the basic research skills in order to obtain and use information?
(05 Marks)
- II. The effective use of information in the hospitality industry provides advantages to the users. Explain how the information can use in an effective way related to kitchen operations.
(15 Marks)

Question 05

The kitchen operations differ based on cuisine and geographical location.

- I. Who is Garde Manger?
(02 Marks)
- II. What is mean by Sandwich? Mention three sandwiches that you have learnt.
(05 Marks)
- III. Briefly explain about Appetizers.
(05 Marks)
- IV. Develop a Standard Operating Procedures (SOP) for preparing cold foods safely.
(08 Marks)

Question 06

Vegetable is a culinary term generally referring to a plant's edible part. All parts of herbaceous plants eaten as food by humans, whole or in part, are normally considered vegetables.

- I. What is meant by herb? Provide 4 examples.
(05 Marks)
- II. Briefly explain what is meant by Farinaceous Dishes with examples.
(05 Marks)
- III. Imaging that you are requested to provide a brief practical session regarding the factors that should consider when purchasing root vegetables for

apprentices. Explain what quality points you will highlight in the practical session.

(10 Marks)

Question 07

The chief editor of the yearly Magazine of the hospitality club in CINEC is asking you to write an article about the skills requirements of commercial kitchen employees. Develop the article with a critical evaluation of the required skills.

(20 Marks)

Question 08

Write short notes on any four topics from followings.

- I. Roasting coffee beans
- II. Cooking fruits
- III. Importance of menu planning
- IV. Hand washing
- V. Safe Work Place

(05 Marks * 4 = 20 Marks)

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



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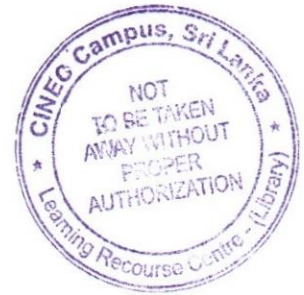
- I. Roasting coffee beans
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(05 Marks * 4 = 20 Marks)

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



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



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

- This paper consists of SEVEN questions on TWELVE (12) 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.
- Standard Normal Distribution Table is attached with the paper.

Date: 2023.03.22

Pass mark: 40%

Time: 02 Hours

Question 01 (Compulsory)

Select the most suitable answer for the following MCQ questions.

1. Which of the following statement/s is/are true?

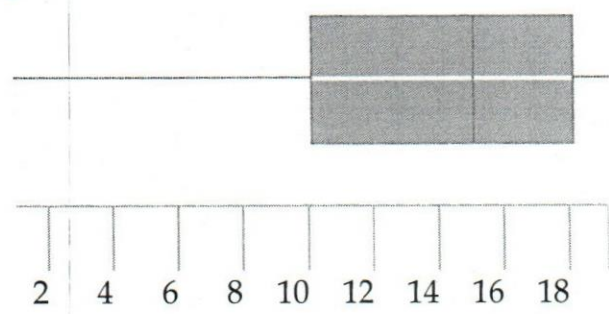
- I. Categorization of Graduating class of students as First Class, Second Class upper division, second class lower division, and General pass is an example for nominal scale
 - II. The class interval in a frequency distribution is an example for interval scale.
 - III. The main difference between ratio scale and interval scales is that the ratio scale has a true zero point.
- A. I. only
 - B. II. only
 - C. III. only
 - D. I. and II. only
 - E. I., II. and III.

2. Geometric mean of 10 observations on a certain variable is calculated as 15.7. later it was found that the observed value 21 had been taken as 12 in calculation. What is the corrected geometric mean value?
- A. $15.7(1.75)$
 - B. $15.7(0.57)$
 - C. $15.7(0.57)^{1/10}$
 - D. $15.7(1.75)^{1/10}$
 - E. $(15.7)*(1.75)^{10}$
3. If $V(X) = 3$, what is the value of $V(3X + 2)$?
- A. 11
 - B. 9
 - C. 29
 - D. 27
 - E. 20
4. The scale applied in statistics which imparts a difference of magnitude and proportions is considered as;
- A. Ordinal Scale
 - B. Nominal Scale
 - C. Interval Scale
 - D. Ratio Scale
 - E. Exponential Scale
5. The mean marks obtained by students for Business Statistica assignment is 69, the median is 68, the mode is 67, and the standard deviation is 3. The measures of variation for this examination is:
- A. 3
 - B. 68
 - C. 67
 - D. 69
 - E. 9

6. Which of the following is not a correct statement about a probability.
- A. It must have a value between 0 and 1
 - B. It can be reported as a decimal or a fraction
 - C. A value near 0 means that the event is not likely to occur/happens
 - D. It is the collection of several experiments
 - E. Probability of a particular event can be 1.

7. In a Poisson probability distribution
- A. The mean and standard deviation of the distribution are the same (equal)
 - B. The mean and variance of the distribution are the same (equal)
 - C. The probability of success is always greater than 5
 - D. The number of trials is always less than 5
 - E. It always contains a contingency table

8. 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

9. 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

10. Which of the following is not an example of a discrete probability distribution?

- A. The sale price of a house
- B. The number of bedrooms in a house
- C. Number of children in a family
- D. Numbers of members in a household
- E. Number of bathrooms in a house

(02 Marks*10 = 20 Marks)

11. Observational study is suitable for studying the efficiency of cashier of a certain supermarket chain in carrying out their functions.

- A. TRUE
- B. FALSE

12. An experiment of keep tossing a fair coin until obtain 4 heads in succession, Binomial distribution is not suitable to model the number of tosses needed.

- A. TRUE
- B. FALSE

13. The amount of salt (in mg) contained 1cm^3 of water taken from a bucket immediately after a teaspoon of salt was added to the bucket can be modeled using the Poisson Distribution

- A. TRUE
- B. FALSE

14. Histogram can be used to present the number of students recruited for the Tourism Degree programme for the period of 2012 to 2022.

- A. TRUE
- B. FALSE

15. Normal Distribution has 3 parameters π , μ and σ .

- A. TRUE
- B. FALSE

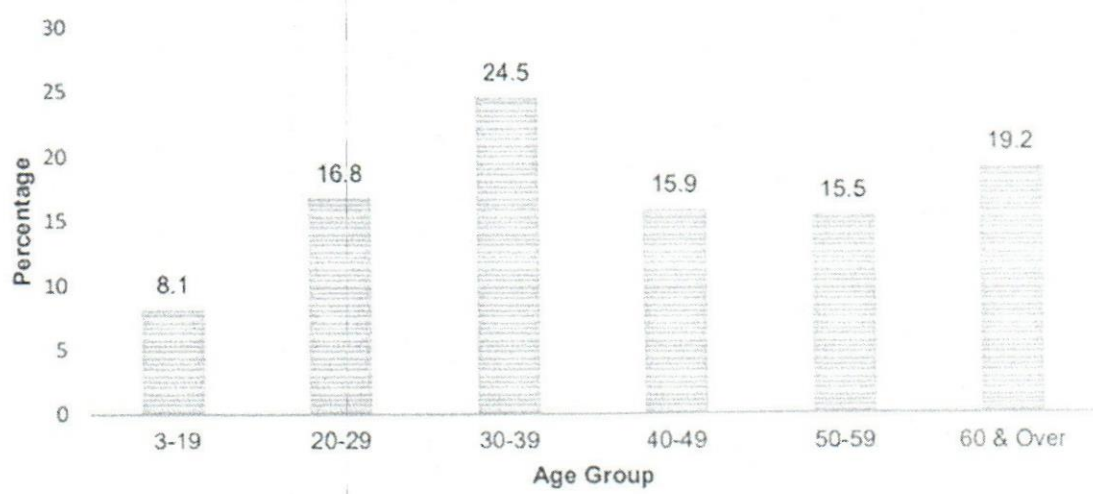
(01 Mark * 5 = 05 Marks)

Question 02

Interpret the following diagrams.

(a) Chart 14 shows the percentage distribution of tourists arrival of Sri Lanka in 2020 by their age group.

Chart 14: Distribution of tourists by age group (percentage) –2020

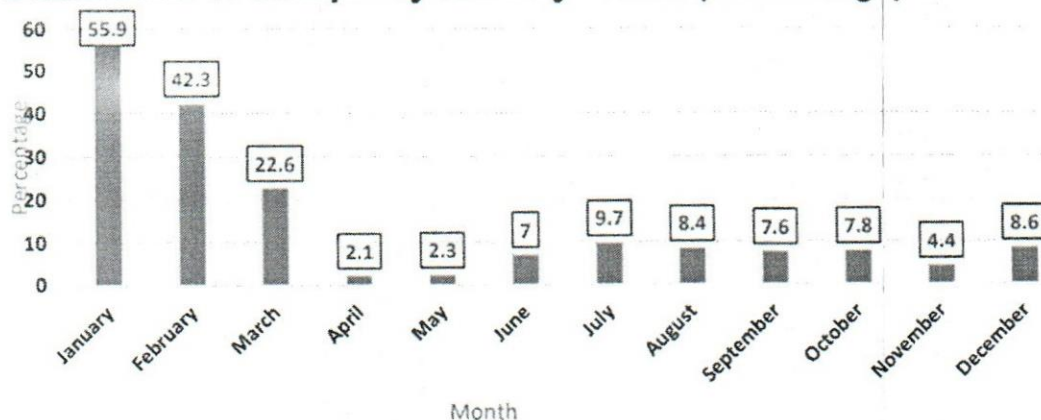


Data Source: Annual Report - Sri Lanka Tourism Development Authority

(b) Chart 18 given below shows the percentage distribution of occupancy rates in 2020 by month

Chart 18:

Distribution of occupancy rates by month (Percentage)- 2020

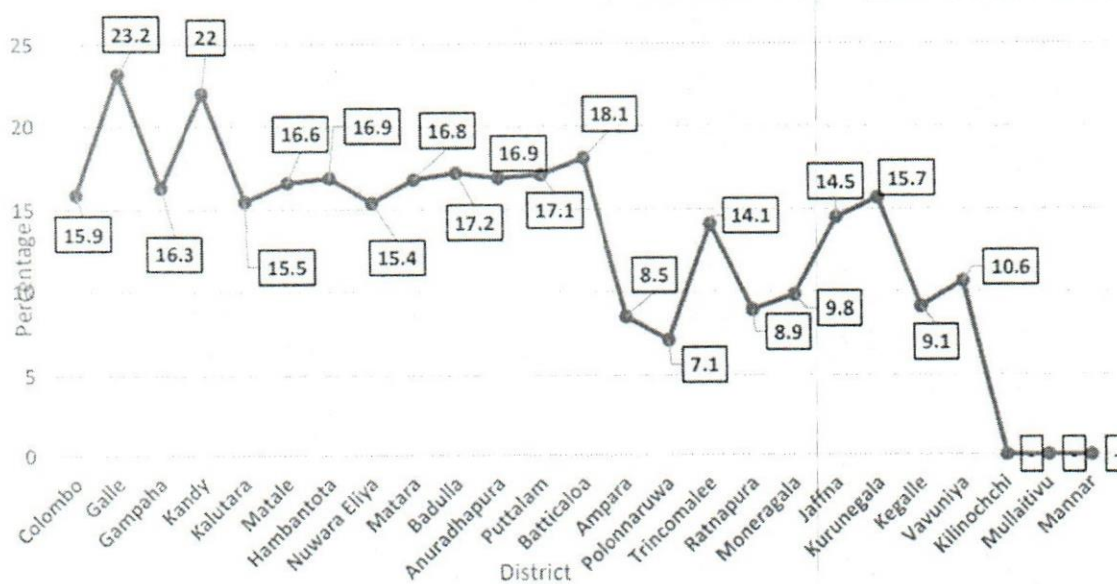


Data Source: Annual Report – Sri Lanka Tourism Development Authority

(c) Chart 19 below shows the distribution of occupancy rates in 2020 by District.

Chart 19:

Distribution of Occupancy Rates by District (Percentage)- 2020



Data Source: Annual Report – Sri Lanka Tourism Development Authority

(d) Sri Lanka Tourism Development Authority wants to show the percentage distribution of employment in the tourism industry under following sections: Hotels and Restaurant, Travel agent and tour operations, Tourist shops, Guides, State

Sector, National Tourists Organisation. 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.

(e) Sri Lanka Tourism Development Authority wants to show the Sri Lankan departures from 2004 to 2022. 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.

(05 Marks*5 = 25 Marks)

Question 03

Barberyn Beach Ayurveda Resort located in Beruwala, provides all the facilities needed to make the Ayurveda holiday of foreigners comfortable and enjoyable. Barberyn Beach Ayurveda Resort denoted the number of foreigners participated their yoga sessions for period of 30 weeks. Results are shown in the stem and leaf plot given below

Stem	Leaf
1	4 5 8
2	3 4 6 7 9 9
3	2 3 6 6 6 7 8 8
4	4 5 5 5 7 7 7 7 9
5	2 7 7 9
KEY: 1 4 means 14 foreigners participated	

Find,

- (a) the mean
- (b) median
- (c) mode
- (d) first quartile
- (e) third quartile
- (f) range
- (g) standard deviation
- (h) Interquartile rage
- (i) Coefficient of range
- (j) Coefficient of variance

(25 Marks)

Question 04

(a) Write the characteristics of the Binomial Distribution (04 Marks)

(b) Second year students of BMgt Hons in Tourism and Hospitality Management degree at CINEC given the opportunity to apply for a National University of Singapore (NSU) to continue their studies in overseas. The probability that a student is selected by NSU is 0.2. Assume that 20 students from the batch applied for the opportunity.

Find the probability that,

- | | |
|---|------------|
| (i) No student will be selected. | (04 Marks) |
| (ii) At least two students will be selected. | (04 Marks) |
| (iii) Exactly FOUR students will be selected. | (04 Marks) |
| (iv) Less than 10 students will be selected. | (05 Marks) |
| (v) Find $E(X)$ | (02 Marks) |
| (vi) Find $V(X)$ | (02 Marks) |

Question 05

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

Justify your answer. (04 Marks)

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

(b) "Travel Voice" is the first travel and tourism related news portal in Sri Lanka. Number of telephone calls received at the receptionist of Travel voice in an hour is on average 5 calls.

- (i) Suggest a suitable probability distribution to model the above case. (03 Marks)
- (ii) Identify the parameter/s of the suggested distribution. (02 Marks)
- (iii) Write the probability density function of the suggested distribution. (02 Marks)

- (iv) What is the probability that exactly FIVE telephone calls received in an hour. (04 Marks)
- (v) What is the probability that less than 4 telephone calls received in 30 minutes. (05 Marks)
- (vi) What is the probability that at most 8 telephone calls received in 2 hours. (05 Marks)

Question 06

Marks obtained by Tourism second year students for Typologies of Tourism course module is normally distributed with mean of 60 Marks. Course coordinator of the program claimed that 5% of students are obtained less than 40 marks.

- (a) Find the standard deviation of the Marks. (10 Marks)
- (b) What percentage of students are obtaining "A" grade for the said course module.
(Hint: To obtain "A" grade pass, students should obtain more than 80%) (05 Marks)
- (c) What percentage of students are obtaining marks less than 50% (05 Marks)
- (d) What percentage of students are obtaining marks between 40 and 50. (05 Marks)

Question 07

- (a) 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			
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			

(b) Identify the measurement scale of the variables given below (05 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				

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

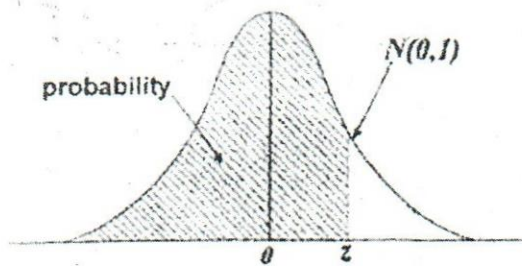
	Non Smokers	Moderate Smokers	Heavy Smokers
Hypertension	21	36	30
No hypertension	48	26	19

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.
(03 Marks)
- (ii) a nonsmoker, given that the person is experiencing hypertension.
(03 Marks)
- (d) Discuss the relationship between Mean, Mode and Median using three distributional shapes.
(05 Marks)
- (e) Explain the advantages of Standard Deviation as a measure of variation over range.
(04 Marks)

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

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



Faculty of Management and Social Sciences
Department of Management and Business Studies
BSc Hons in Tourism and Hospitality Management
Course CODE: BMGT-556

Year II Semester II

SEMESTER END EXAMINATION

Tourism Destination Management – THM 22093

- This paper consists of EIGHT (08) questions on FOUR (04) pages.
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- Write Legibly.

Date: 2023.03.20

Pass mark: 40%

Time: 03 Hours

Question 01 (Compulsory)

One of the main Global Code of Ethics initiated by the World Tourism Organization is the liberty to travel without getting into safety, security issues in the visiting destination. Sri Lanka Tourism Development Authority is launching a new tourism mobile app as an initiative to secure the tourists visiting Sri Lanka. Safety and security of a country highly depend on tourism is a must. Not only the country, the tourists who visits the country should be safe guarded and ensured of security and trust. Criticize the measurements taken by the SLTDA to secure the security of the tourist visiting Sri Lanka by the initiative and suggest how can the app be used to strengthen the security of the tourism industry in Sri Lanka. (20 Marks)

Question 02

Chinese market has been a thriving market to Sri Lanka before COVID-19 hits the country. China was on the top 3 destination visited Sri Lanka. With the current condition of Sri Lanka, the number of arrivals from China has decreased in a major manner. As the main typologies that are being attracted by Chinese tourists are tea tourism, Buddhism, archeological tourism, gem tourism and leisure. Using appropriate examples elaborate how Sri Lanka Tourism Promotional Bureau can do destination marketing to attract Chinese market to the country. (20 Marks)

Question 03

“Tourism planning should be done before tourism development”. Elaborate on this statement using appropriate examples which showing the consequences of it. (20 Marks)

Question 04

The Pekoe Trail is the first in a collection of destination-based walking trails to be developed under the Serendipity Trails banner, for Sri Lanka Tourism, with support from the EU and USAID. The interconnecting trail network will allow visitors to discover the varying terrain, history, culture, food, and local communities by foot, in short sections or as part of a multi-day experience. The Pekoe Trail is a great example of sustainable tourism that uplifts local communities and raises awareness about the importance of protecting the pristine, natural environment.” Based on Pekoe trail initiation, explain the importance of running the tourism business in the country in a sustainable manner using relevant examples. (20 Marks)

Question 05

"For the success of the tourism there should be effective private public partnerships. During the post-COVID 19 time period strong relationships between both parties should be implemented in order to gain fruitful results at the end." By showing the responsibilities of the government stakeholders in the tourism industry show how the government can collaborate with the private sector stakeholders using appropriate examples. (20 Marks)

Question 06

"Despite our recent troubles, Sri Lanka has been identified as a potential tourist hotspot in Asia. The many investments coming into the country in the way of new hotel chains opening or building their dream hotels around the island can attest to that. Our greatest challenge at present is the lack of skilled professionals within the industry." Discuss the responsibility of the government in terms of developing HR; fulfilling the tourism human resources in the country. (20 Marks)

Question 07

"For the purpose of visitor management one of the most effective suggestions to implement is the tourism framework." Define what is a framework and identify the importance of a framework in visitor management. (20 Marks)

Question 08

The tourism industry is the one that can give the strongest help to the Sri Lankan economy. The stakeholder of the tourism industry have the ability to take innovative steps, look into the best practices and create a strategy for the development of Sri Lanka as a tourism destination. Under the concept of "Destination Sri Lanka" Sri Lanka can be promoted with the aid of local and international stakeholders of the industry. Discuss different types of stakeholders of the tourism industry in Sri Lanka with relevant examples and criticize how the stakeholders can contribute towards the betterment of the tourism industry during the economic crisis. (20 Marks)

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



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Year 2 Semester II
SEMESTER END EXAMINATION
Consumer Behaviour 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: 2023.03.16

Pass mark: 40%

Time: 02 Hours

Question 01: (Compulsory)

- Shortly discuss different motivators for tourists. (15 Marks)
- “Effective communication can change the perceptions and attitudes towards a particular product”

Justify the above statement with suitable examples, theories, or models. (10 Marks)

Question 02

- What is Tourism Consumer Behavior? Discuss this concept in your words (10 Marks)
- “A consumer behavior model is a theoretical framework that aims to decode why consumers behave and make the buying decisions they do. Many models exist today with varying perspectives that range from acting on pure impulse to following complex rational processes”

Simply discuss the following two models with suitable explanations. (15 Marks)

- Input, Process, and Output Model
- Economic Model



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Question 03

Highlight different tourists' needs and wants in tourism with suitable examples. (25 Marks)

Question 04

- i. Explain 05 variables that determine the type of trip. (10 Marks)
- ii. Discuss 05 External determinants of individual tourist behavior. Use suitable examples to prove your answer. (15 Marks)

Question 05

- i. Discuss how to affect the following factors on tourists' decisions. (15 Marks)
 - Demographic Factors
 - Stage in Life Cycle
 - Lifestyle Profiling
- ii. "The satisfaction of tourists is considered one of the primary variables maintaining competitiveness in the tourism sector since it affects the choice of destination and the consumption of products and services and the decision to return to a tourist destination" Explain 05 importance of the Consumer satisfaction concept. (10 Marks)

Question 06

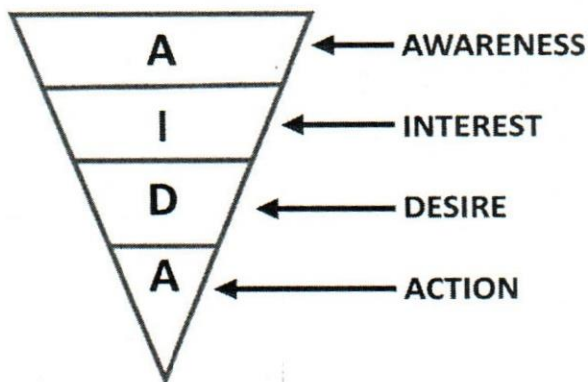
"The consumer or buyer decision process will enable them to set a marketing plan that convinces them to purchase the product or service to fulfilling the buyer's or consumer's problem"

Explain different steps of the consumer or buyer decision process with tourism-related examples. (25 Marks)

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Question 07

- i. Elaborate on 04 different pricing strategies which affect the consumer decision-making process. (10 Marks)
- ii. "Promotion hails from the Latin word called "promovere" which means move forward. Using the AIDA model you can plan how to move the consumer forward" Simply discuss the AIDA model and how it uses to attract tourists/consumers to Ayurvedic Hotel in Sri Lanka (15 Marks)



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



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

- This paper consists of SEVEN (07) 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: 2023.03.14

Pass mark: 40%

Time: 02 Hours

Question 01

Competitiveness on the global market represents one of the key factors of challenges for tourism industry and all its activities. The tourist market is sensitive to social or political instability within a destination. What are the characteristics of safety and security factor of a tourist destination. (25 Marks)

Question 02

Proper risk management helps both employers and employees to identify, analyze and avoid or mitigate common hazards. Discuss the importance of a risk assessment while explaining the steps of it. (25 Marks)

Question 03

- a. Briefly explain the categories of hazards. (10 Marks)
- b. Identify the sources of risks (Hazards) to tourism in developing countries and What are the measures that can be taken to overcome the above risks. (15 Marks)



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Question 04

- a. What is a hotel security system? (05 Marks)
- b. What threatens hotel customers? (05 Marks)
- c. Explain the main tasks of a hotel security system? (05 Marks)
- d. Briefly explain the three main types of security measures in a hotel. (10 Marks)

Question 05

- a. Analyze the importance of Health & Safety training in the tourism industry? (10 Marks)
- b. Briefly discuss the three sources of Health & Safety training. (15 Marks)

Question 06

Short notes

- a. Toolbox talks
- b. Induction training
- c. Fire safety
- d. Visitor management
- e. Global codes of ethics (25 Marks)

Question 07

The main food preparation business in the hospitality sector includes the hotels. Discuss the food safety measures done within a hotel premises to keep the hygiene standard of the food when storing, during preparation and while serving the guests. (25 Marks)

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