



Uva Wellassa University

Faculty of Management

Degree of Bachelor of Business Management in Hospitality, Tourism and Events

Management

3rd YEAR 2nd SEMESTER EXAMINATION – SEPTEMBER / OCTOBER 2013

HTE 324-2 Material Management in Tourism



Part C- Essay Questions

Answer any two questions.

Marks allocated: Fifty marks(50)

- 1) a) "Material management process need to a kitchen of a hotel." Do you agree with this statement? Briefly mention. (05 marks)
- b) Briefly explain followings.
Straight re-buy (03 marks)
Modified re-buy (03 marks)
Purchase order (03 marks)
Purchase requisition (03 marks)
- c) Explain four (04) primary aspects of hospitality procurement. (08 marks)
(Total marks 25)

- 2) a) Explain advantages of an effective supply chain. (10 marks)
- b) Describe the risks for a supply chain. (15 marks)
(Total marks 25)

- 3) a) Why service is difficult to define? (03 marks)
- b) "One customer who came for the night club is shouting to the bar tender due to a "Martini" placed for him instead of a "Gin sour"."
As the bar tender, You are required to handle this complained guest. (15 marks)
- c) "Complaints are benefits for the organization" Describe. (07 marks)
(Total marks 25)