

Diploma in Service Management – No 07

2nd Semester Examination Time Table

Subject Code	Subject	Date	Time
DSM 2001	Introduction to Services and Service Management	21.10.2023	09.00 am-12.00 pm
DSM 2002	Fundamentals of Customer Care and Customer Relationship	22.10.2023	09.00 am-12.00 pm
DSM 2005	Comprehensive Examination II Case – Based	22.10.2023	01.00 pm- 04.00 pm
DSM 2003	Operation Management in Services	29.10.2023	09.00 am-12.00 pm
DSM 2004	Managing Service Quality	29.10.2023	01.00 pm-04.00 pm

For Repeat Students

**INSTITUTE OF HUMAN RESOURCE ADVANCEMENT
UNIVERSITY OF COLOMBO**

**Certificate / Diploma / Executive Diploma / Higher Diploma
Repeat Examination**

(For office use only)

Index Number

.....

Name of the Course (-.....)

Semester (-.....)
(Please write in block letters)

1. Registration No in IHRA (-.....)

2. Index No (-.....)

3. Full Name (English) (-.....
.....)

(Sinhala) (-.....)

Name denoted by initials (English) (-.....)

(Sinhala) (-.....)

4. Gender

Mr	
Ms	

5. Postal Address (-.....)

6. Email Address (-.....)

7. Telephone Numbers Office

Residence

Mobile

8. National Identity Card No

9. Medium

10. Subjects and Subjects code to be taken at the examination

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11. I certify that the above mentioned details are correct and I have properly registered for the above examination.

Date:

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Signature of the Candidate

Please handover the duly filled hardcopy of the application with payment receipts and board decision letters on or before to the Examination Branch through Coordinator.

For office use only

Application checked

Accepted / Not Accepted

Date:

.....
Signature of Subject Clerk

Attendance

The above named student has been permitted / not permitted to sit the above- mentioned subjects at the Examination in Certificate / Diploma / Executive Diploma / Higher Diploma

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Date :

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Coordinator