

SIR ARTHUR LEWIS COMMUNITY COLLEGE
DIVISION OF TECHNICAL EDUCATION AND MANAGEMENT STUDIES

EXAMINATION SESSION :
TUTOR (S) :
PROGRAMME TITLE : Travel and Tourism
Hospitality Studies
PROGRAMME CODE :
COURSE TITLE : Alternative Exam for Accommodations
COURSE CODE : AOP 101
CLASS (ES) :
DATE : Tuesday 28, April, 2009
COMMENCEMENT TIME :
DURATION :
INVIGILATOR (S) :
ROOM (S) :

INSTRUCTIONS:



SECTION A

FILL IN THE BLANK

Use the following terms to fill in the blanks.

Hand Caddy	Executive floor	Posting
Reservation Status	Full house	Back of the house
Day Shift	Room Status Report	Walking
Skipper	Revenue Forecast Report	Traveler's Check
Reservation file	Yield Management	Room rate

1. A report that allows front desk agents to identify vacant and ready rooms, typically prepared as part of the night audit. _____
2. A room status term indicating that the guest has left the hotel without making arrangements to settle his or her account. _____
3. A prepared check sold by banks and other financial institutions which is considered equivalent to cash. _____
4. The ratio of actual revenue to potential revenue. _____
5. Turning away a guest due to lack of rooms. _____
6. The price a hotel charges for overnight accommodations. _____
7. A computer-based collection of reservation records. _____
8. A projection of future revenue calculated by multiplying predicted occupancies by current room rates. _____
9. An indicator of a room's long-term availability for assignment. _____
10. The process of recording transactions on a guest folio. _____
11. A condition in which every room in the hotel has been fully booked. _____
12. A floor of a hotel that offers world-class service. _____
13. A hotel work shift, generally 7:00 a.m. to 3:00 p.m. _____
14. The functional areas of a hotel in which personnel have little or no direct guest contact, such as engineering, accounting and human resources divisions. _____
15. A portable container for storing, holding and transporting cleaning supplies, typically located on the top shelf of their room attendant's cart. _____

(1 mark each)

SECTION B

MULTIPLE CHOICE

1. Another name for limited service is:
 - a. Economy service
 - b. Full-range service
 - c. Mid-range service
 - d. World-class service

2. _____ is an agreement between the owner or developer of a property and a professional hotel management company.
 - a. Marginal contract
 - b. Management contract
 - c. Master contract
 - d. Modified contract

3. _____ consist of independent hotels which have banded together for some common purpose.
 - a. Franchise groups
 - b. Referral groups
 - c. Management groups
 - d. Franchisor groups

4. Which of the following is a type of travel?
 - a. Buying influence travel
 - b. Pleasure travel
 - c. Institutional travel
 - d. Corporate travel

5. One major challenge international travel poses to general managers is:
 - a. Highly skilled multilingual employees
 - b. Excellent accommodation facilities
 - c. Increased revenues
 - d. Unskilled and semi-skilled employees

6. A/an _____ defines the unique purpose that sets one hotel or hotel company from the other.
 - a. Mission statement
 - b. Objectives
 - c. Job specification
 - d. Job description

7. Basic needs of guests include all of the following except:
 - a. Safe, secure accommodations
 - b. A clean, comfortable guest room
 - c. Medical facilities and equipment
 - d. Courteous, professional and friendly service

8. A hotel's divisions and departments are described as its:
 - a. Functional areas
 - b. Revenue centres
 - c. Support centers
 - d. Organizational areas

9. A revenue center:
- Sells goods or services to staff
 - Sells goods or services to guest
 - Do not generate direct revenue
 - Provides important backing for hotels
10. The hospitality industry is part of a larger enterprise known as:
- Travel industry
 - Tourism industry
 - Travel and tourism industry
 - None of the above
11. Hotels and conference centres fall under the:
- Food and beverage operations
 - Lodging operations
 - Retail stores
 - Activities department
12. Another name for a hotel is a/an:
- Motel
 - Motor hotel
 - Guest house
 - Inn
13. Hotels may be classified under all of the following except:
- Commercial hotel
 - Target hotel
 - Level of service
 - Size
14. A property usually located in a downtown or business district that caters primarily to business clients is called a commercial hotel or:
- Motor hotel
 - Inn
 - Transient hotel
 - B&B hotel
15. Residential hotels provide _____ accommodations.
- Temporary
 - Permanent
 - Urban
 - Sub-urban
16. Another name of B&B is:
- Bed and Breakfast hotels
 - Breakfast and Bed casinos
 - Board and Breakfast motor hotels
 - Bed and Board lounges
17. _____ provides all the services and equipment.
- Meeting centers
 - Resort hotels
 - Conference centres

d. Alternative lodging properties

18. A log book is kept by the front office:

- a. To ensure that all employees are aware of important events and decisions from previous shifts
- b. To provide much needed gossip for the front office employees
- c. To provide a means of communication
- d. None of the above

19. All of the following are types of folios except:

- a. Mater folio
- b. Permanent folio
- c. Semi-permanent folio
- d. Employee folio

20. The process of recording transactions on a folio is called:

- a. Listing
- b. Recording
- c. Posting
- d. All of the above

21. Another name for PIA guests is:

- a. Paid into Assets
- b. Pay in account
- c. Paid into accounting
- d. Pay in advance

22. When the room is occupied, but the guest is assessed no charge for its use, the room is a/an:

- a. Vacant ready room
- b. Occupied room
- c. Complimentary room
- d. Lock-out room

23. Back-of-the-house employees may:

- a. Directly serve guest by taking an order
- b. Assist with registration
- c. Deliver luggage to a guestroom
- d. Indirectly serve the guest by cleaning guestroom

24. All of the following are functions of front office except:

- a. Coordinate guest services
- b. Maintain accurate room status information
- c. Deal with payroll
- d. Maintain guest accounts and monitor credit

25. Uniformed services include:

- a. Employees who provide baggage service from lobby to rooms
- b. Guests who provide baggage service from the lobby to rooms
- c. Employees who provide vehicles to guest for free
- d. None of the above

26. Job descriptions:

- a. Lists all the tasks which make up a work position
- b. List personal qualities, skills and traits a person needs to successfully perform the tasks outlined.
- c. An arrangement by which two or more part-time employees share the responsibilities of one full-time position
- d. Allows employees to vary the time they start

27. The room has been safe-guarded so that the guest cannot re-enter until the hotel official clears him or her. This is known as:

- a. Out-of-order
- b. Lock-out
- c. Due out
- d. Sleep out

28. The guest has departed, but the room has not yet been cleaned and readied for re-sale. This is known as:

- a. On-change
- b. Stay over
- c. Occupied
- d. Sleeper

29. A room assigned to one person is called a:

- a. Mini-suite
- b. Quad
- c. Double room
- d. Single room

30. A room assigned to four people with two or more beds is known as a/an:

- a. Mini-suite
- b. Quad
- c. Double room
- d. Single room

SECTION C

LONG ANSWERS

1. List four chemicals used in doing laundry and explain how each one works. (20 marks)
2. What are the five steps of the registration process as it is performed by the front desk agents? (15 marks)
3. Describe the four parts of the guest cycle. (20 marks)