

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

EXAMINATION SESSION : May 2009 Examination
TUTOR (S) : B. Dwarkasingh
PROGRAMME TITLE : Travel and Tourism
Hospitality Studies
PROGRAMME CODE : 3HS-TAT-AD
3HS-HOS-AD
COURSE TITLE : Accommodations I
COURSE CODE : AOP101
CLASS (ES) : Year 1's
DATE : 4th May, 2009
COMMENCEMENT TIME : 9:00 a.m.
DURATION : 2 Hours
INVIGILATOR (S) : S. Meliat R. Isaac, H. Nicholas
ROOM (S) : CEHI-1H-02



#A3g

INSTRUCTIONS:

This Examination Paper consists of three (3) sections. Answer **all** questions.

Section A – Thirty Multiple choice questions. (30 marks)

Section B – Fill in the blanks. (20 marks)

Section C – Long Answers. (50 marks)

- ◆ Please number your responses accurately.
- ◆ Write your ID Number on *each* answer sheet.
- ◆ All cell phones must be turned off during the Examination.
- ◆ **Note:** Bags, books as well as writing paper not given by the invigilator should be deposited at the front of the examination room or as otherwise indicated.
- ◆ Students must sign **IN** and **OUT** on the exam class list.

SECTION A – MULTIPLE CHOICE

1. The first step in the registration process is:
 - a. Issuing the room key
 - b. Creation of registration record
 - c. Room and rate assignment
 - d. Pre-registration activity

2. “Walking a guest” means:
 - a. Escorting a guest up to their room
 - b. Pointing out various points of interest at the hotel to the guest
 - c. Turning away a guest due to unavailability of rooms
 - d. Offering the guest a more expensive category of room for sale

3. The following is NOT a classification of hotel:
 - a. Hotel size
 - b. Target market
 - c. Resort
 - d. Levels of service

4. Casino Hotels are:
 - a. Hotels with meeting space
 - b. Condominiums
 - c. Hotels that provide scenery and activities
 - d. Hotels with gambling facilities

5. Three (3) levels of service offered by hotels are:
 - a. World-class, mid-range and economy
 - b. Independent, parent and referral
 - c. Business, pleasure and group
 - d. Upper-class, middle-class and lower-class

6. A _____ hotel has no affiliation with other properties:
 - a. Parent Company
 - b. Independent Hotel
 - c. Franchise Hotel
 - d. Referral Group Hotel

7. Franchise and Referral Groups are two (2) types of:
 - a. Chain Hotels
 - b. Management Contract
 - c. Parent Company Hotels
 - d. World-Class Hotels

8. A hotel must have a reason for existence. This is called:
 - a. A vision
 - b. An objective
 - c. A mission
 - d. A strategy

9. _____ is a representation of the relationships between positions within an organization.
- Organization Chart
 - Mission Statement
 - Hotel Organization
 - Rooms Division
10. The Rooms Division is made up of:
- Food and Beverage and Housekeeping
 - Front Office and Housekeeping
 - Maintenance and Security
 - Accounting and Sales
11. Parking attendants, door attendants, porters and bellpersons make up:
- Uniformed Service Staff
 - Housekeeping Staff
 - Maintenance Staff
 - Security Staff
12. Two (2) back-of-the-house departments include:
- Food and Beverage and Housekeeping
 - Engineering and Accounting
 - Front Office and Uniformed Service
 - Housekeeping and Front Office
13. The Night Auditor belongs to the _____ department.
- Accounting
 - Security
 - Uniformed Service
 - Front Office
14. What does PBX stand for?
- Public Broadcasting Network
 - Private Branch Exchange
 - Public Branch Exchange
 - Private Broadcasting Exchange
15. Concierge services include:
- Checking-in guests
 - Providing amenities in guestroom
 - Providing directions and information
 - Post room charges
16. The following is NOT a function of the Night Auditor:
- Post room charges to guest account
 - Verifies all account postings and balances
 - Receives payment from guests at check-out
 - Summarizes the results of operations for reporting to management

17. A parlour or living room connected to one or more bedrooms is a _____.
- Suite
 - Studio
 - Quad
 - Sleeper
18. A guest history record is done during this stage of the guest cycle:
- Prearrival
 - Arrival
 - Occupancy
 - Departure
19. A room rack is used by which department of the hotel?
- Front Office
 - Housekeeping
 - Maintenance
 - Food and Beverage
20. A _____ refers to a guest who made a room reservation but did not use it or cancel it.
- Skipper
 - Sleeper
 - No-Show
 - Check-Out
21. Accepting reservations that outnumber available rooms is called:
- Overbooking
 - Guaranteed Reservation
 - Walking the Guest
 - Reservation Inquiry
22. _____ identifies guests and their anticipated occupancy needs before arrival at the property.
- Rack Slip
 - Confirmation Letter
 - Registration Record
 - Reservation Record
23. The following is NOT a method of payment:
- Voucher
 - Cash
 - Travellers Checks
 - Credit Card
24. Extending credit to guests by agreeing to bill the guest or guest's company for charges incurred is:
- Floor Limit
 - Indirect Billing
 - Direct Billing
 - Credit Card Verification

25. A City Ledger is:

- a. The collection of non-guest accounts
- b. The collection of convention business accounts
- c. A transient ledger
- d. A set of all guest accounts currently registered in the hotel

26. Settling the guest account is also known as:

- a. Paying on account
- b. Cash payment in full
- c. Crediting the guest account
- d. "Zeroing out" the guest account.

27. Guest accounts which are not settled at departure are transferred to _____ for billing and collection.

- a. Night Audit
- b. City Ledger
- c. T-Account
- d. Guest Ledger

28. Typical city ledger accounts include the following EXCEPT:

- a. Credit card billings
- b. Guest accounts
- c. Direct Billings
- d. House Accounts

29. What is a motel?

- a. An establishment that offers bed and breakfast
- b. Another name for resort
- c. A lodging facility that caters to guests arriving by automobiles
- d. A hotel located near the airport

30. Another name for guest account is:

- a. Reservation
- b. Folio
- c. T-Account
- d. Guest Ledger

SECTION B – FILL IN THE BLANKS

Each correct answer is worth two (2) marks each.

1. A cleaning solution that cleans most surfaces is called _____.
2. _____ cleans wood.
3. _____ cleaner cleans and sanitizes bathrooms.
4. A small piece of equipment that cleans areas such as floor and walls is called _____.
5. _____ carries cleaning supplies.
6. An item offered to guests or placed in guestrooms for convenience or comfort at no extra cost is called _____.
7. Another name for housekeeping report is a _____ report.
8. Making a smooth, neat, professional corner with the bedsheet is called _____.
9. The first area cleaned in the bathroom is the _____.
10. Freshening the guestroom for the evening is called _____ service.

SECTION C – LONG ANSWERS

Please answer all questions.

1. What are the activities which occur at each stage of the guest cycle? (20 marks)
2. List the *ten (10)* steps in the guestroom cleaning. (20 marks)
3. Name any *five (5)* areas in the public areas that need to be cleaned regularly. (10 marks)

END OF EXAMINATION