

## Midterm Review Questions

*The test includes multiple choice questions, fill-in-the-blank questions, vocabulary questions, calculation questions. The exam is over from Chapter 2 thru Chapter 4; 25 questions (4 points each; 100 points total). Bring a calculator (no cell phone will be allowed during the test).*

### Chapter 1

1. Describe special characteristics of the hotel business.
2. Discuss possible solutions to overcome seasonality in the hotel industry.
3. Classify hotels by activity, financing, management, market, ownership, meal plan, price, rating, service, structure, type.
4. Differentiate between Hotels and Motels.
5. What are the two association that determine hotel ratings in the U.S.?
6. Describe the hotel rating systems, the symbols of hotel ratings, meaning of each rating category.
7. What is an Extended Stay Hotel?
8. Compare the European Plan with the American Plan. What is the Continental Plan?
9. What is a Boutique Hotel? How does it differ from a Trophy Hotel? Give an example of Boutique Hotel and Trophy Hotel in New York.
10. Compute a Percentage of Hotel Occupancy, the Average Daily Rate (ADR), and the Revenue per Available Room (RevPAR).
11. Discuss the difference between ADR and RevPAR.
12. Discuss problems of ADR.
13. Review the Activity Sheet of Hotel Basic Measures.

### Chapter 2

1. List a couple of major hotel chains by
  - a. Luxury Hotel Brands
  - b. Moderate Hotel Brands
  - c. Budget Hotel Brands
2. Identify the unique amenities in the room and outside the room at the following hotels should offer:
  - a. Deluxe Hotel vs. Budget Hotel
  - b. Business Hotel vs. Leisure Hotel
  - c. Self-Service Hotel vs. Extended Stay Hotel vs. Full-Service Hotel
3. Describe how Connecting Rooms differ from Adjourning Rooms.
4. Define the Suite in hotel room type.
5. Define the Parlor in hotel room type.

6. What is Hotel Franchising? Also, describe pros and cons of franchising to the franchisee and to the franchisors.
7. Discuss how Hotel Franchising Contract differs from Hotel Management Contracts.

### **Chapter 3**

1. What is an Organization Chart?
2. List all possible departments in a large-scale hotel and describe their major responsibilities and roles in hotel operations.
3. Elaborate on Rooms Division – list all possible subdivisions.
4. Identify Uniformed Services and give an example.
5. What is the role of Concierge?
6. Identify what hotel departments belong to Revenue Center and Supporting Center respectively.
7. Review the Activity Sheet of Hotel Departments.

### **Chapter 4**

1. Define Stayovers, Understays and Overstays.
2. Define and compare: No Shows, Cancellations, Early Arrivals.
3. Define Committed Rooms and Available Rooms.
4. Compare Out-of-order (OOO) rooms with Out-of-inventory (OOI) rooms.
5. Compute the Occupancy Percentage with OOO rooms and OOI rooms respectively.
6. Compute the Total Rooms Available.
7. Compare the Unadjusted Room Count with the Adjusted Room Count. In particular, list the five considerations reflected in the Adjusted Room Count.
8. Compute the Unadjusted Room Count and the Adjusted Room Count (Refer to the Book).
9. Define Hotel Overbooking.
10. Explain why hotels receive overbooking and discuss solutions to overcome hotel overbooking.
11. Hotel cancellation policy
12. Compare Guaranteed reservations with Unguaranteed Reservations.
13. Discuss why it is critical for hotels to count, update, and monitor the number of committed rooms and of available rooms for sale.
14. What is the Hotel Property Management System (PMS)?