

Final Review Questions

The test includes multiple choice questions, fill-in-the-blank questions, vocabulary questions, calculation questions. The exam is over from Chapter 1 thru Chapter 4; The score of each question varies from 3-10 points). Bring a calculator (no cell phone will be allowed during the test).

Chapter 6 Hotel Reservations

1. What is a Hotel Property Management System (PMS)?
2. What is a Central Reservation System (CRS)?
3. What is a Global Distribution System (GDS)?
4. Discuss how the three systems above are interrelated in receiving and managing hotel reservations.
5. List required & optional information needed in hotel reservation.

Chapter 7 Guest Services

1. What is Quality Management in hotel operations? Describe the concept from the seller's and the buyer's perspectives respectively.
2. What are the real components of Total Quality Management (TQM) in guestrooms?
3. Discuss effective methods of eradications of bed bugs.
4. What is Employee Empowerment? Give it an example in hotel operations and management.
5. What is a labor union? What is the UNITE HERE?
6. Discuss a couple of trends to which the Human Resources Department should pay a special attention in recent years.
7. What is Moments of Truth? Why is it crucial in hotel management and marketing?
8. What is the Americans with Disabilities Act?
9. List a few methods that hotels can control/measure guest services quality.
10. Discuss how hotels can prevent/reduce guest complaints?

Chapter 8 Guest Registration

1. Discuss why the role of valet's attendant or doorman is very important in hotel management.
2. List the guest registration process.
3. What information needs be included in a guest registration card?
4. Discuss a couple of methods that hotel can apply to better manage waiting lines in hotels. In other words, discuss how a hotel can reduce the guest's perceived wait time. What would you like to do as a manager?
5. Discuss why it is necessary and important to ask for a photo ID upon guest check-in?

Chapter 9 Room Rates

1. What is a rack rate?
2. What is the hotel taxes in New York?
3. What is a resort fee and give at least three examples of services included in a resort fee.

4. Why would a hotel identify several rates within its rate structure this way? Do the needs of guests differ greatly? What are the benefits/drawbacks of offering only one rate per day?
5. List at least three types of discount that can be applied to a rack rate.
6. Compute a room rate using a Building Cost Room Rate Formula.
7. What is “upselling”? What is “upgrading”?