

Hotel Management

Sample Assessment Questions

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25 Recall/Reproduction Assessment Questions

1. One way to maximize profit in a hotel is to control costs through the use of budgets. The 3 main types of budgets are _____, _____, and _____.
 - a. short-range, monthly, weekly
 - b. long-range, short-range, monthly
 - c. long-range, annual, monthly
 - d. long-range, monthly, weekly
2. If you are an employee at a local hotel, where is the best place to find information regarding the policies and procedures of your hotel?
 - a. Employee Handbook
 - b. Internet public website for your hotel
 - c. Hotel brochure
 - d. Employee lounge bulletin board
3. Positive work behaviors include _____ and _____.
 - a. adaptable, timely
 - b. punctual, friendly
 - c. good communication, honesty
 - d. all of the above
4. The International Hospitality Association has certification levels for various hospitality managers. What is the education and training required to receive a Certified Hotel Administrator (CHA) designation?
 - a. At least a 4-year hospitality degree or successful completion a Hospitality Management Diploma and current employment as a general manager or owner/operator for at least 6 months
 - b. At least a 4-year hospitality degree or successful completion a Hospitality Management Diploma and current employment as a general manager or owner/operator
 - c. At least a 2-year hospitality degree or successful completion of a Hospitality Management Diploma and current employment as a general manager or owner/operator for at least 2 years
 - d. At least a 2-year hospitality degree or successful completion of a Hospitality Management Diploma and current employment as a general manager or owner/operator
5. Communication skills are essential in the services industry. When speaking on the phone to guests, it is important to enunciate clearly, use a pleasant tone in your voice, and _____.
 - a. use hotel industry vocabulary
 - b. speak loudly enough to be heard
 - c. interrupt as necessary
 - d. continue on your current task to remain productive
6. The Raven Hotel has a total of 225 guest rooms. 176 of the rooms have been sold for the night. What is the correct Occupancy Rate?
 - a. 27.8%
 - b. 78.2%
 - c. 127.8%
 - d. 21.8%
7. Which are three written methods by which a hotel can communicate with its employees?
 - a. internet, letters and employee handbook
 - b. brochures, internet and telephone
 - c. live staff meetings, letters and brochures
 - d. face-to-face, email and brochures

8. According to the National Institutes of Health (NIH), each year approximately how many Americans get sick from food-borne illnesses?
 - a. 2 in 10 (or 53 million people)
 - b. 1 in 3 (or 96 million people)
 - c. 3 in 25 (or 36 million people)
 - d. 1 in 6 (or 48 million people)
9. An easy way to remember how to use a fire extinguisher is to use the acronym PASS. What do the letters in the acronym PASS mean?
 - a. Pin, adjust, sweep, squeeze
 - b. Pull, adjust, sweep, squeeze
 - c. Pull, aim, squeeze, sweep
 - d. Pin, aim, squeeze, sweep
10. A franchise is a type of ownership of a chain hotel.
 - a. True
 - b. False
11. The Sweet Dreams Inn has 125 rooms available per night and an average occupancy rate of 64% and an average daily rate (ADR) of \$78 per night. Which is the correct weekly estimated revenue?
 - a. \$43,680
 - b. \$9,750
 - c. \$6,240
 - d. \$68,250
12. Benefits of good health and wellness on employee performance are:
 - a. saves money for both the employee and employer
 - b. both a and d
 - c. increases factory production
 - d. absenteeism is reduced
13. Which of the following is NOT a feature of most common Point-of-Sales (POS) terminals?
 - a. They will record the sales of many different departments
 - b. They are interfaced with one or more POS terminals
 - c. They are conveniently located at the front desk
 - d. They are connected to the Property Management System for easily combining into a guest's folio
14. The American Hotel and Lodging Association is the only national organization dedicated to serving the interests of hoteliers. Its website is www.ahla.com. What useful information can be found on their site?
 - a. Information about recent and ongoing legislature involving the hotel industry
 - b. Both a and c
 - c. Information about women in the hotel industry
 - d. Information about Hilton Honors program
 - e. Both a and d
15. Which are two methods of payment for a hotel room other than cash or credit card?
 - a. Direct billing, debit card
 - b. Personal check, business check
 - c. Voucher, gift certificate
 - d. All are possible methods of payment

16. When going in to fill out an application for a job at a hotel, what is the best advice on what to wear?
 - a. It doesn't matter what you wear, there won't be an interview at this time
 - b. Wear professional dress to make a good impression on whoever gives you the application
 - c. Dress neatly in blue jeans and collared shirt in case you meet the manager
 - d. Dress casually as most of the employees will be wearing a uniform

17. What is the purpose of the I-9 Form that is completed upon being hired in the United States?
 - a. Verification of the identity and employment authorization of employees hired after September 11, 2001
 - b. Verification of the identity and the right to be in the United States at any time
 - c. Verification of the identity and employment authorization of employees hired after November 6, 1986
 - d. There is no such form as the I-9

18. Choose the best answer for this statement. Before you can determine if a new venture is feasible, you must prepare _____.
 - a. a business plan
 - b. a budget
 - c. employees
 - d. taxes

19. Which of the following is NOT a function of meeting and event planners?
 - a. Attend the meeting of event to make sure it goes well
 - b. Generate additional revenue
 - c. Negotiate and manage vendor relationships
 - d. Act as liaison between the hotel and guest

20. Which department is responsible for the repair of a leaking faucet?
 - a. Front Office
 - b. Engineering
 - c. Security
 - d. Sales and Marketing
 - e. Housekeeping

21. Which department is responsible for recommending places to go sightseeing?
 - a. Front Office
 - b. Engineering
 - c. Security
 - d. Sales and Marketing
 - e. Housekeeping

22. Which department is responsible for researching what guests need and want?
 - a. Front Office
 - b. Engineering
 - c. Security
 - d. Sales and Marketing
 - e. Housekeeping

23. Which department is responsible for keeping records of incidents and emergencies?
 - a. Front Office
 - b. Engineering
 - c. Security
 - d. Sales and Marketing
 - e. Housekeeping

24. A Point-of-Sale (POS) system is a program at which a hotel's _____ and _____ can be purchased.
- gifts, amenities
 - food, services
 - goods, services
 - food, amenities
25. The American Culinary Federation (ACF) has certification levels for various levels of food preparers. What is the education and training required to receive a Certified Executive Chef (CEC) designation?
- High school diploma/GED plus 150 hours of continuing education, three 30-hour courses - (Nutrition, Food Safety and Sanitation, Supervisory Management), three years as a Chef de Cuisine, Executive Sous Chef or chef in charge of food production, and must have supervised at least three fulltime people in the preparation of food
 - Bachelor's degree plus 150 hours of continuing education, four 30-hour courses - (Nutrition, Food Safety and Sanitation, Supervisory Management, Desserts), three years as a Chef de Cuisine, Executive Sous Chef or chef in charge of food production, and must have supervised at least six fulltime people in the preparation of food
 - Bachelor's degree plus 150 hours of continuing education, two 30-hour courses - (Food Safety and Sanitation, Supervisory Management), six years as a Chef de Cuisine, Executive Sous Chef or chef in charge of food production, and must have supervised at least three fulltime people in the preparation of food
 - High school diploma/GED plus 100 hours of continuing education, three 30-hour courses - (Nutrition, Food Safety and Sanitation, Supervisory Management), three years as a Chef de Cuisine, Executive Sous Chef or chef in charge of food production, and must have supervised at least three fulltime people in the preparation of food

Recall/Reproduction Assessment Key

- c
- a
- d
- d
- b
- b
- a
- d
- c
- a
- a
- b
- c
- b
- d
- b
- c
- a
- a
- b
- a
- d
- c
- c
- a

25 Skills/Concepts Assessment Questions

1. The purpose for a Property Management System (hardware and software) is to:
 - a. run the entire lodging property business by keeping all of the information from all departments in one computer system
 - b. run only the sleeping rooms portion of a lodging property business by keeping the information from the front desk and housekeeping in one computer system
 - c. to run the food and beverage portion of a lodging property business by keeping the information from the restaurant and room service in one computer system
 - d. none of the above

2. Below is a list of 2 advantages and 2 disadvantages of franchises. Which are the two advantages?
 1. Brand name; strong brand identity
 2. Supplies purchased in large quantity
 3. Strong control over individual properties
 4. Less flexibility in management procedures
 - a. 1 and 4 are advantages
 - b. 1 and 2 are advantages
 - c. 2 and 3 are advantages
 - d. 3 and 4 are advantages

3. Part of every employee's job is guest services in most hotels. Suppose you are working the front desk when you notice a guest is standing near the front door of the lobby. This guest does not look happy, has their arms crossed, and is tapping their foot. You don't want prospective incoming guests to interpret this person as unhappy with the hotel. Your best option is to:
 - a. approach the guest in a pleasant manner and ask if you can provide assistance
 - b. approach the guest in a pleasant manner and ask them to step away from the front of the lobby
 - c. ignore the situation; you believe they are waiting on someone and it will resolve itself
 - d. call the manager to assist you

4. Which of the following does NOT display effective practices for stress-management techniques?
 - a. Physical and environmental relaxation techniques, balance of home and work, give in to others' wishes, and avoiding the situation all together
 - b. Physical and environmental relaxation techniques, work harder to ensure success, using a new plan for every project, altering the situation through action, and avoiding the situation
 - c. Physical and environmental relaxation techniques, balance of home and work, using routines, altering the situation through positive action, and avoiding the situation
 - d. Deep breathing, balance of home and life, using routines, tensing up, always seek help, and avoiding the situation

5. Which of the following are the most common causes of food poisoning?
 - a. Allergens
 - b. Parasites
 - c. Mold and toxins
 - d. Bacteria and viruses

6. Chemicals and hazardous materials can be found in many places in a hotel. Employees should be trained on the proper handling of these materials. The improper handling and/or storage of common chemical and hazardous materials can cause _____ and _____.
 - a. Fire, explosion
 - b. Personal injury, death
 - c. Poisoning, amputation
 - d. All of the above are possible

7. When carrying out first-aid (minor cut, scraps, burns), what is the first step?
 - a. Determine what is wrong
 - b. Carry out the best treatment
 - c. Examine the victim
 - d. Choose an appropriate treatment

8. Which of the following is true of the decision making process?
 - a. Problems occur on a one-at-a-time basis
 - b. The best solution is sometimes found by utilizing aspects of several possible solutions
 - c. Manager's always stop and think about the decision making process for every decision
 - d. There is no reason to evaluate the effectiveness of a solution when the answer is obvious

9. Mr. Malloy is the General Manager of a hotel. He is faced with a dilemma and has asked the opinion of several of his department managers. Which management trait is he demonstrating?
 - a. Teamwork
 - b. Self-management
 - c. Responsibility
 - d. Delegation

10. Effective time managers tend to display which of the following skills?
 - a. They block out distractions, prioritize their activities, and juggle at least 7 activities at a time
 - b. They take time to plan their day, prioritize their activities, and schedule time for interruptions
 - c. They take at least 2 hours each work day for social media, plan their day around disruptions, schedule appointment with themselves to work uninterrupted
 - d. They plan their day, schedule time for uninterrupted work, and spend 3 hours each day checking up on their employees

11. Which is NOT a good interviewing technique when trying to obtain a position with a hotel?
 - a. Chew gum during the interview to ensure fresh breath
 - b. Learn as much as possible about the position and the company prior to the actual interview
 - c. Practice interviewing prior to the interview appointment
 - d. Obtain the interviewer's business card so you can send a thank you note

12. In the operation of a hotel, a manager faces both developing and providing presentations to multiple types of audiences such as potential guest groups, suppliers, and employees. As such, you recognize presentation skills are very important. Which of the following are six (6) elements of a good presentation?

a. speak clearly	e. use voice inflection
b. make eye contact	f. tap your foot to pace your voice
c. reduce the words on the presentation	g. pause speaking for effect
d. make no hand gestures	h. keep presentations short and to the point

13. If you're finding it particularly difficult to concentrate on what a guest is saying, which of the following is a good method to use to stay focused and help you remember what the guest is saying?
 - a. try to watch their mouth as some people hear better by reading the lips as they move
 - b. try to take notes by jotting down important information as they talk
 - c. try repeating their words mentally as they say them – this will reinforce their message
 - d. try to interrupt them and ask questions when they something important

14. To be a good employee in a hotel you need _____ skills to be able to deal with guests, to get along with others, and be a good team player.
 - a. creative
 - b. enthusiastic
 - c. persistence
 - d. interpersonal

15. Being accountable for your actions, working without much supervision, and always doing your job are examples of the personal trait called _____.
- enthusiasm
 - communication
 - self-responsibility
 - initiative
16. The effective operation of a hotel often relies on its employees being good team players. Which of the following is NOT a trait of a good team player?
- initiative
 - conflict
 - empathy
 - fairness
17. Tim Watson is a manager at the Sunburst Hotel. At the end of every day, Mr. Watson spends approximately 30 minutes setting, prioritizing, and grouping his daily objectives. What is the best way to describe Mr. Watson's activity?
- problem-solving
 - stress management
 - time management
 - decision-making
18. Many jobs within a hotel are routing and are done based on procedures. These procedures are in place so that the job can be done correctly and consistently regardless of who is performing the job. Which is the best procedure to follow for taking a reservation over the phone?
- Gather information: name and contact information, room type, arrival and departure dates, method of payment. Give information: room rate and confirmation number. Record information: date reservation made and person or company making reservation
 - Give information: room rate and confirmation number. Gather information: name and contact information, room type, method of payment. Record information: date reservation made and person or company making reservation
 - Gather information: name and contact information, arrival dates, method of payment. Give information: room rate and confirmation number. Record information: date reservation made and company making reservation
 - Record information: date reservation made and person or company making reservation. Gather information: contact information, room type, arrival and departure dates. Give information: room rate and confirmation number
19. Some managers solve complex problems by implementing routine solutions. If you are an innovative manager and are faced with a complex problem, what is often the best way to be creative in devising a solution?
- Ask two other managers how they would solve the problem and choose the best of the two
 - Look at how similar problems were solved in the past and use that solution
 - Conduct a brainstorming session to generate ideas for a solution and collectively deciding the best solution
 - Ask other manager their ideas, putting them in a box and randomly draw the solution to implement
20. Handling difficult guests, explaining hotel policies to guests, sending emails to customers, and making presentations to employees require which of the skills listed below.
- Adaptability
 - Communication
 - Punctuality
 - Interpretation

21. What is the difference between listening and hearing?
- Hearing is physical, listening is a function of the ear
 - Hearing involves the brain, listening is a physical action
 - Hearing involves the brain, listening is a function of the ear
 - Hearing is a function of the ear, listening involves the brain
22. Which one of the following is NOT a function of hotel management?
- Human Resources
 - Purchasing and Receiving
 - Back Office
 - Sales and Marketing
23. What is the best definition for the Property Management System (PMS)?
- The PMS is the hardware and software used by hotels to manage its business
 - The PMS is used by hotels to manage room revenue, reservations, rates, and room assignments
 - All of these combined is the best definition
 - The PMS is connected to other guest service functions such as restaurants and spas to combine all of the guest's charges into one billing statement
24. Susan is an agent at the front desk at a local hotel. Her job is to check guests in and out of the hotel and to answer any questions they may have when they come to the front desk. Susan heard a guest bang on one of the vending machines nearby and heard words of frustration coming from the guest. It is not her duty or responsibility to go and see what happened and then take care of the guest but she does anyway while another employee handles the front desk. What trait of a good employee is Susan demonstrating?
- Initiative
 - Conflict
 - Empathy
 - Fairness
25. Brandy Birdsong is a manager at the Eagle Mountain Resort. As part of her daily routine, Mrs. Birdsong makes sure she eats well, exercises at least 20 minutes, organizes her thoughts and activities, and meditates for 10 minutes. What is the best way to describe Mrs. Birdsong's activities?
- Problem-solving
 - Stress management
 - Time management
 - Decision-making

Skills/Concepts Assessment Key

1. a
2. b
3. a
4. c
5. d
6. d
7. c
8. b
9. a
10. b
11. a
12. a, b, c, e, g, h
13. c
14. d
15. c
16. b
17. c
18. a
19. c
20. b
21. d
22. c
23. c
24. a
25. b

25 Strategic Thinking Assessment Questions

1. You and your best friend work at a large well-known chain hotel. Your friend asks you to cover for him at lunch because he wants to use one of the unoccupied guest rooms to meet with his girlfriend. You tell him you won't do it and you explain why he should not use the hotel in that manner. He doesn't say anything, but you suspect he will do it anyway. What should you do?
 - a. Wait until after lunch and ask your friend if he met with his girlfriend in one of the rooms
 - b. Tell your friend you will notify the manager and then talk to the manager immediately
 - c. Tell your manager of your suspicions after lunch so they can check the rooms
 - d. Ignore the situation and hope your friend listened to you and won't do it
2. Which of the following best describes an effective team working together?
 - a. Cooperative and respectful
 - b. Motivated and goal oriented
 - c. Shared responsibilities and shared goals
 - d. All are traits of an effective team working together
3. For each hazardous substance used in the workplace, the employer must get a material safety data sheet (MSDS) from the manufacturer. Which of the following is not a part of the MSDS?
 - a. Fire and explosion hazard data
 - b. How to safely handle the substance
 - c. Chemical abuse prevention
 - d. First aid and emergency procedures
4. Suppose you are on staff at a hotel and you find an adult that has collapsed on the floor. What is the best first step for you to follow?
 - a. Call for someone to help and/or have them call 9-1-1
 - b. Immediately start a hands-only C.P.R.
 - c. Leave the area to find help
 - d. Determine what happened to the person before calling for help
5. Which is the best definition of Front Office?
 - a. The department within a hotel that is responsible for front desk activities, concierge services, transportation, and communication
 - b. The department within a hotel that is responsible for concierge services, front desk activities, uniformed services, and marketing
 - c. The department within a hotel that is responsible for reservations, front desk activities, uniformed services, and communication
 - d. The department within a hotel that is responsible for reservations, front desk activities, concierge services, and sales and marketing
6. Which of the following is NOT true of a Property Management System (PMS)?
 - a. The PMS records all of a guest's charges in all departments such as the restaurant, room service, the spas, and the room charge
 - b. The PMS system is redundant to other tracking systems for recording sales
 - c. The PMS will provide reporting of guest histories, taxes, revenues, occupancy rates
 - d. The PMS manages the reservations, room rates, room assignments, and room revenues

7. Email, as a marketing tool, is inexpensive and effective. Guests are more connected through technology now than ever before. However, spam is annoying and can be automatically blocked by the user. Which of the following would NOT be considered a good marketing strategy for using email?
 - a. The marketing email clearly states the name of the hotel
 - b. The marketing email sent does not have an option to “opt out”
 - c. The marketing email sends a confirmation to a guest at the time of a reservation
 - d. The marketing email sends, following a stay, an email survey inquiring about the satisfaction and hotel experience

8. Which of the following best describes the difference between clean and sanitized?
 - a. Clean is being free of visible dirt and dust. Sanitized is being free of all pathogens
 - b. Sanitized is being free of dirt and dust. Clean is being free or at a safe level of disease-causing pathogens
 - c. Clean is being free of visible dirt and dust. Sanitized is being free of all diseases
 - d. Clean is being free of dirt and dust. Sanitized is being free or at a safe level of disease-causing pathogens

9. Swimming pools in a hotel are exceptionally popular; however they also pose potential legal issues from accidental slipping or falling, diving, and even drowning. Which of the following does NOT demonstrate good advice for minimizing the chance of accidents?
 - a. Post all pool policies and information signs in the languages of the guests. Enforce policies at all times
 - b. Post the pool’s operational hours and open the pool only during those hours
 - c. Allow pool use by registered guests and any other regular visitors in the area
 - d. Hire a trained and licensed lifeguard to be on duty during pool operational hours

10. Which of the following are appropriate places a large hotel uses technology? Mark all that apply.

a. fire alarms	e. heating and air conditioning systems
b. inventory system	f. POS system
c. on-demand movies	g. PBX (telephone) system
d. reservations	h. all are places a large hotel uses technology

11. Which of the following is NOT a benefit of a recordable locking system?
 - a. Each lock will only have one “key” or magnetic stripe card issued at a time
 - b. There are no wires needed to be connected to a central computer system
 - c. They can be used to limit access to specific areas
 - d. Guests are less likely to be victimized in their room by a previous guest

12. When hired by a hotel (or any company) a new employee must complete a W-4 form. It provides the employer with the information about the employee’s tax withholdings from earnings. Which is the true statement regarding W-4 forms?
 - a. The W-4 form includes a Personal Allowance Worksheet to help you determine your withholding allowances
 - b. You do not have to complete the form if you are exempt from withholding tax
 - c. You can be exempt from withholding tax if you are not claimed as a dependant on another person’s tax return and you earn less than \$3,000
 - d. You must enter a “1” and only a “1 for yourself regardless of any other circumstances

13. Many independent hotels are owned and operated by a family. One way to prevent some of the problems that a family hotel business faces is to _____.
 - a. be creative
 - b. hire a business broker
 - c. establish clear lines of responsibility
 - d. accept all the responsibilities yourself

14. What resource should you use to stay current with the trends in the hotel industry?
- American Hotel and Lodging Association
 - HTR (Hotel, Tourism, and Restaurant) magazine
 - hotel-online.com
 - You should use these and others to stay current
15. The two main procedures of the front desk agent are _____ and _____.
- reservations, check-in guests
 - greet guests, guest assistance
 - check-in guests, check-out guests
 - check-in guests, concierge services
16. You are a department manager in a medium size hotel. In the course of your duties you come across two employees in a public place who are arguing about something outside of work. They are not in your department. Which of the statements below best describes how you should handle the situation?
- Tell the two to take their argument to a place where guests can't hear or see them
 - You ask the two to please stop arguing and to find a place and time outside of work to settle their issue. You remind them that this is a place of business where service to the guest is the first task
 - Do nothing. You know they work for a manager who doesn't like other managers to interfere with their employees
 - Without moving, you ask each of them to tell their side of the argument and settle the situation by deciding who is right
17. Most meeting and event planners have so many details to manage that they find it extremely beneficial to work from a checklist to ensure that all details are complete. Which of the following items would NOT belong on a meeting or event planners checklist?
- Determine the number of people to be served lunch at the meeting and at what time
 - Determine what type of Audio/Visual equipment is required and if the hotel has any package offers and arrange the set of the equipment
 - Determine room requirement needs and arrange for a separate rooms needed for breakouts session or meals
 - Determine the comfort level of the HVAC system (air conditioner and heating), make sure it is working and fix it you determine it is broken
18. Throughout life most people find it beneficial to create and maintain a career portfolio. Which below is the best time that someone would need to update their career portfolio?
- When changing jobs
 - When receiving a promotion
 - When new skills are learned and mastered
 - All are good times to update a career portfolio
19. When directing employees to follow directions and procedures, which is the best method to communicate those steps to ensure the employees will be successful.
- write them down and hand each employee their own copy
 - write them down and post them in a public place
 - speak them directly to each employee
 - send an email to the group of employees with the steps attached

20. Below are several statements that are examples of leadership by example. Which statement below is NOT a good example of how you should lead a team of people by example?
- you always giving your 100% in your work
 - you always being on time for your meetings
 - you being on social media while at work
 - you wearing business attire everyday
21. Good examples of local and regional resources to use for employment advancement opportunities are _____ and _____.
- local newspaper, recruiters
 - internet, networking meetings
 - AHLA website, Texas Workforce Commission
 - all of these are good resources
22. Suppose you are a guest and you walk up to the Front Desk to check in to the hotel. The front desk agent is typing on the computer and says “Yes?” but does not look at you. You say, “I am Janet Johnson and I’m checking in.” Again the front desk agent says, without looking up to you - “Great. I’ll need your driver’s license and credit card.” The verbal speaking without looking at you can be interpreted differently by different people. Which of the following is the best way to describe how Janet Johnson is likely going to interpret the exchange?
- Irritation
 - Confusion
 - Mistrust
 - All are possible interpretations
23. What is the main difference between a full-service and a limited-service lodging property?
- limited-service property does not have food services (restaurants) and a full-service property does
 - limited-service property does not have a gym or work-out room available and full-service properties do
 - full-service properties offer large meeting areas and limited-service properties do not
 - full-service properties offer several amenities and limited-service properties offer none
24. The statements below are possible results of having an imbalance between career, family, and leisure time. Which one does NOT belong?
- The person becomes irritated and often loses sleep
 - The person enjoys working long hours and doesn’t mind if the family goes on vacation without them
 - The person becomes stressed and often develops high blood pressure
 - The person becomes “burned out” and might quit his job
25. Which of the following is LEAST likely to be found in a large 1,000 room full service hotel?
- Separate area or room designated for the communications/PBX system.
 - Sales and Marketing departments are combined.
 - Security and Maintenance departments are combined.
 - All of the above

Strategic Thinking Assessment Key

1. b
2. d
3. c
4. a
5. c
6. b
7. b
8. d
9. c
10. h
11. a
12. a
13. c
14. d
15. c
16. b
17. d
18. d
19. a
20. c
21. d
22. d
23. a
24. b
25. c

25 Extended Thinking Assessment Questions/Tasks

1. Discuss each of the six steps in the Decision Making Process and how you would use the process as the owner/manager of a restaurant to make a decision about the cost of expensive kitchen equipment.
2. The price a hotel can obtain for its guest rooms is determined largely by demand. The Average Daily Rate (ADR) or average daily rate for this hotel is \$100 for Monday through Thursday. The ADR increases over the weekend, Friday, Saturday, and Sunday by 30%. You need to determine your daily revenue as well as the total revenues for the week. The Occupancy Rate of a hotel and the Average Daily Rate (ADR) has a direct effect on total revenue. Which of the following two changes would maximize revenue, (1) occupancy rate increase by 3% each day and ADR stay the same or (2) occupancy rate stay the same and ADR increase by 5%? Use the estimated weekly averages and recalculate the Total Revenue for Week 3 in March and show your work.

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Estimate the Average
	March 16	March 17	March 18	March 19	March 20	March 21	March 21	
Rooms Available	185	200	185	200	215	220	190	
Occupancy Rate	50%	70%	75%	75%	83%	87%	40%	
Estimated Rooms Sold								
Estimated ADR								
								Total
Daily Total Revenue								

3. Analyze the differences between a person who is proactively self-managing and a person who is proactively being self-responsible. Give an example of each in your comparison.
4. Compare and contrast the services of a full service hotel and a limited service hotel. Create a scenario where a guest would prefer a limited service hotel over a full service hotel. Assume the hotels are priced the same.
5. Discuss why it is important for you as a Front Desk Manager in a hotel to be aware and cautious when using social networking sites on the Internet.
6. Describe the factors that affect room rates. Why would the hotel not simplify the room rates and make them all the same?
7. Summarize the check-in and check-out procedures for a typical hotel. Why is it important to present and verify the charges on the guest's folio? What are the challenges for a front office clerk when checking in or out a guest?
8. Safety is a primary concern for good managers of hotels regardless of the size of the hotel. As the general manager of a hotel, what specific steps could you take to ensure that all managers and even all employees share your concern for the safety of the hotel, employees, and guests? Name at least 3 overall steps and at least 3 department level steps. Be sure to consider both small hotels without a security department and large hotels that would have a separate department.

9. Suppose you are the manager of a hotel which has a guest that is unsatisfied with their stay. They have multiple complaints which were not expressed except at check-out. The front desk clerk informed you of the complaints after the guest paid his bill and left. The complaints included carpet stains, a rude valet, cold food in the restaurant, and a leaking shower that kept waking him up during the night. With the connected world we live in today, you don't want the customer to post negative comments on the Internet and you would like to regain the guest's confidence. Compose a letter to this guest that might win him back as a satisfied regular guest.
10. Marketing a hotel in today's environment is vital to its success. Imagine a hotel and describe it and its target market. Discuss in detail each of the 4 P's in Marketing that you would use to set your hotel apart from the competition. Give examples of each of the 4 P's. How do the 4 P's work together?
11. As the manager of the Front Office Department you are responsible for the front desk, uniformed services, communication, and reservations. You also know it important for employees to feel connected, be given direction, and have a safe place to voice opinions so you hold a weekly staff meeting with your employees. Create an agenda for one of your typical weekly staff meetings.
12. No matter where we go, where we look, technology is everywhere today. It makes us more efficient, able to do more in less time. Inside the hotel industry, technology has increased significantly in the last 10 years and continues at an exponential rate. Describe what technology you believe will be important to the hotel industry in the next few years. How will it improve guest services? What will it look like? How will it be used and by whom?
13. You are in the Sales and Marketing Department of a local hotel. You have been chosen over your co-workers to head a group of employees to brainstorm ways in which the hotel can increase its occupancy rate. Two members of the group are friends and one of them wanted to lead the group but was not chosen. As a result the two are working to sabotage the brainstorming session. Describe how you would handle the situation.
14. Using all of the knowledge you have gained, create a typical hotel website (home page only) for an upscale boutique hotel named Hilltop View. (*You can use templates in Microsoft Publisher®, other free software on the Internet, or make a poster depending on the resources of your school.*)
15. Being a manager in a hotel business means long hours and sometimes going late into the night. This can create an imbalance between career, family, and leisure time. Discuss why creating and keeping a balance between career, family, and leisure time is important. What are the effects on a long term imbalance? How can a manager ensure a proper balance and maintain a profitable hotel at the same time?
16. You are the owner and manager of a high end resort called the Mountain Trail Resort. The Front Desk Manager is regularly late to work and when he arrives, he often gets coffee and visits for the first 20 minutes before starting his job. Yet all his employees like him and work well. Guests have not complained and nothing seems to be going wrong in his department, yet. You do not want to fire the manager, but you need him to be at work every day, on-time, and working. You are afraid if you let this go that others will follow his example and soon the quality of your resort will suffer and sales will decline. Discuss how you would solve this problem.
17. Ethical practices are essential in today's business world. In the Hotel Industry it is extremely important for the public to feel confident, safe, and secure in the hotels which they stay. As the general manager of a hotel, describe eight (8) ethical policies you would establish for your hotel. Are they in any order of importance? Are there some ethical policies that are more important than others?

18. Quality and service are often paired together and discussed in the hotel industry. Compare and contrast the two and discuss why they are important. Is it better to have one without the other? Can they exist without each other? Why or why not?
19. Discuss how you would implement quality control standards in the housekeeping department? Why are quality controls necessary in the housekeeping department? What other departments, if any, are quality control standards necessary?
20. Discuss ways in which you and your classmates can work within your community to show leadership abilities to the community, build upon professional skills, and enhance your ability to be employed. How does working with the community enhance your ability to be employed? How can you build professional skills in the community?
21. Describe the ways in which regular guests are affected when they have several different stays with different results. Some stays are considered excellent and some are considered very poor.
22. Create a paragraph that can be used by the hotel in all of its marketing materials such as a brochure, their website, television commercials, and radio advertisements. This paragraph should describe the experience the guest should expect. It should entice someone to the point that no other hotel would be sufficient for their vacation.
23. Excellent employees demonstrate particular characteristics and personality traits. Identify and discuss those characteristics and traits. Why is it necessary to own these? Why do employers seek people who possess them?
24. The Groups Sales Department of a Convention Hotel is often called upon to deliver a presentation on the services and benefits of using their hotel to have a convention in or near its location. Develop a presentation that you believe would convince a group of people to choose your hotel.
25. Analyze and discuss the effects employee health and wellness have on employee performance. How does it affect the overall business of an hotel? How does it affect guests?

Extending Thinking Assessment Key

1 – 25 Student responses will vary with the exception below.

2.

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Estimate the Average
	March 16	March 17	March 18	March 19	March 20	March 21	March 21	
Rooms Available	185	200	185	200	215	220	190	199
Occupancy Rate	50%	70%	75%	75%	83%	87%	40%	69%
Estimated Rooms Sold	93	140	139	150	178	191	76	138
Estimated ADR	\$ 100	\$ 100	\$ 100	\$ 100	\$ 130	\$ 130	\$ 130	\$ 113

								Total
Daily Total Revenue	\$ 9,300	\$14,000	\$ 13,900	\$ 15,000	\$ 23,140	\$ 24,830	\$ 9,880	\$ 110,050

An increase in the Occupancy rate of 3% would increase the total revenues for week 3 to \$122,260. An increase of the ADR by 5% would increase the total revenues for week 3 to \$115,775. Therefore, in this example, to maximize revenue a manager would try to increase the occupancy rate rather than increase the ADR.