

FINAL EXAM (THEORY)

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Student ID

Student Name : _____

Subject Code & Name : GSO – Guests Service Operations
Semester & Year : August, 2021
Lecturer/Examiner : Yalina Keith
Duration : 1 Hour

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of ONE (1) section questions:
 - i. Students are required to answer ALL SECTIONS.
2. Study the “REQUIRED” section of each question carefully. Then extract the data required for your answers from the information supplied.
3. Write your answers in blue or black ink/ballpoint. You can only use pencil for graphs, charts, diagrams, etc.
4. Begin your answer to each question on a new page.
5. All answers must be correctly numbered but need not be in numerical order.
6. Workings must be shown.
7. You may use a calculator provided the calculator gives no printout, has no word display facilities, is silent and cordless. The provision of batteries and their condition is your responsibility.
8. Marks may be lost through lack of neatness and poor presentation
9. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
10. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.

WARNING: EC Global Academy regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence

committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from EC Global Academy

1. What can reception staff do to speed up the service process and prevent guests waiting time at the lobby?

- a. Pre-registration
- b. One stop service
- c. Telephone service

2. Sales indicator refers to how hotels count and _____ their business performance. Fill in the blank.

- a. Rate
- b. Discover
- c. Measure

3. What type of information and direction is given to room attendants at the morning briefing?

- a. Guests account
- b. Special cleaning request
- c. Sales indicator

4. Hospitality staffs are expected to provide quick and high _____ service, without keeping their guests waiting. Fill in the blank.

- a. Quality
- b. Quantity
- c. Rise

5. The director of rooms is responsible to the general manager for the effective leadership and smooth operation of the rooms division.

- a. True
- B. False

6. What are the core features recognized under the scope of hospitality industry? Lodging and _____. Fill in the blank.

- a. Recreation
- b. Travel
- c. Food Services

7. What different tasks come under the heading of housekeeping? Public area cleaning and _____. Fill in the blank.

- a. Room cleaning
- b. Food services
- c. Work schedules

8. What pre-registration work can be done by reception staff?

- a. Public area cleaning
- b. Prepare keycards
- c. Promote guests royalty

9. What critical factor is needed in order to achieve service excellence?

- a. Two way communication
- b. Mixture of products and services
- c. Luxurious lobby

10. Hotels build guests profile that keep track of guests and enable the hotel to provide a customized guest service.

- a. True
- b. False

11. It is the responsibility of the _____ to follow the proper procedures of room cleaning.

- a. Room attendants
- b. Management
- c. Rooms director

12. Choose the general description to match the term deluxe room.

- a. Sea view at high level and antique furniture
- b. Garden or car park views and pine furniture
- c. City or sea views and rosewood furniture

13. What type of areas refers to all fronts of house and back of the house areas inside the hotel property?

- a. Public areas
- b. Kitchen areas
- c. Front office

14. What is the main responsibility of general manager (GM)?

- a. Maintaining the hotel
- b. Hotel Performance
- c. Hiring of staff

15. Membership programs which give privilege and incentives to frequent customers do not promote brand royalty.

- a. True
- b. False

16. Shift work is not very common in the hospitality industry.

- a. True
- b. False

17. Housekeeping attendants are required to attend morning _____ conducted by the supervisor.

- a. exercise
- b. breakfast
- c. briefing

18. _____ is the core product of a hotel, and is always one of the largest revenue sources in a hotel operation.

- a. Accommodation
- b. Hospitality
- c. Service

19. What is meant by the term 'adjoining rooms'?

- a. Rooms close by but not side by side
- b. Rooms that are side by side but no connecting door
- c. Rooms that are side by side and have a connecting door

20. What does the term FIT stands for, in relation to guest type?

- a. Free independent traveler
- b. Foreign independent trader
- c. Free independent trader

21. What are guests who arrive at the hotel without a reservation known as?

- a. Stay over
- b. No need service
- c. Walk-ins

22. Choose the correct description to match the term 'complimentary rate'

- a. Bookings for a large group of people
- b. Guest is assessed no charge for staying at the hotel
- c. The standard rate charged for the room only

23. What does the assistant manager represent the management in handling?

- a. Daily operations
- b. Housekeeping
- c. Repeat business

24. Which is the unusual hotel by type design or function?

- a. Cave hotel
- b. Casino hotel
- c. Resort Hotel

25. Which criteria will influence the room rate that will be charged to the guest?

- a. Time of year
- b. Size of the bed
- c. Type of room

26. The larger the hotel and the more facilities it offers, the more simplified the departments become.

- a. True
- b. False

27. What criteria can be used to classify hotel guest?

- a. Trip purpose
- b. Group size
- c. Room rates

28. What is the main responsibility of resident manager?

- a. Staff communication
- b. Interaction with customers
- c. Checking on operations

29. What is an example of intangible feature in the hospitality industry?

- a. Comfortable dining atmosphere
- b. Well groomed staff
- c. Quality of the food

30. Which department would be referred to as back-of-the-house?

- a. Human resource
- b. Concierge
- c. Reception