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CHAPTER 1

THE ROLE, COST, AND MANAGEMENT OF HOSPITALITY FACILITIES

CHAPTER 1 MULTIPLE CHOICE

1. Which of the following elements is *not* a way by which a hospitality facility creates a visible, marketable identity for its products?
 - a. the style of signage
 - b. the maintenance of back-of-house areas
 - c. a distinctive color scheme used in interior or exterior design
 - d. the characteristic appearance of the building itself

Answer: b

2. The two primary facility-related operating expenses for a hospitality business are:
 - a. land and insurance.
 - b. financing fees and professional fees.
 - c. accounting services and legal services.
 - d. property operation and maintenance (POM) and utilities.

Answer: d

3. Budgetary responsibility for the POM and utilities expenditures belongs to which of the following departments?
 - a. security
 - b. Accounting
 - c. engineering
 - d. rooms

Answer: c

4. The major element of the utilities expenditure is:
 - a. fuel (gas, oil, propane).
 - b. electricity.
 - c. steam.
 - d. water and wastewater.

Answer: b

5. Which of the following statements regarding a building's initial construction and ongoing maintenance costs is *true*?
- a. There is little correlation between a building's initial construction cost and its ongoing maintenance costs.
 - b. One advantage of higher initial construction cost is that it generally reduces ongoing maintenance costs.
 - c. The more a building costs initially to construct, the more it generally costs to maintain it.
 - d. None of the above is true.

Answer: c

6. Which of the following is *not* a CapEx item?
- a. replacement and refurbishment of FF&E
 - b. structural changes made to meet the regulatory requirements of the Americans with Disabilities Act
 - c. telecommunications trunk line charges
 - d. renovations of building components

Answer: c

7. Which of the following is a consideration when determining whether to repair or replace a piece of equipment?
- a. the age of the equipment
 - b. the availability of parts
 - c. the effects of repair on equipment efficiency
 - d. all of the above

Answer: d

8. Which of the following series best describes the order of priority a facilities manager should establish when approaching a maintenance or repair task?
- a. (1) safety, (2) legality, (3) service
 - b. (1) legality, (2) safety, (3) service
 - c. (1) service, (2) legality, (3) safety
 - d. (1) safety, (2) service, (3) legality

Answer: a

9. Which of the following expense items is *not* covered by replacement reserve funds?

- a. FF&E
- b. building expansion
- c. building repair
- d. emergency services

Answer: b

10. Functions for which the facilities manager has responsibility include all but which of the following?

- a. contractual and regulatory compliance
- b. parts inventory and control
- c. emergency planning and response
- d. housekeeping services

Answer: d

CHAPTER 2

THE ROLE, COST, AND MANAGEMENT OF HOSPITALITY FACILITIES

CHAPTER 2 MULTIPLE CHOICE

1. Maintenance that pertains to the general upkeep of the property, recurs on a regular basis, and requires minimal training is referred to as:
 - a. emergency or breakdown maintenance.
 - b. routine maintenance.
 - c. preventive maintenance.
 - d. predictive maintenance.

Answer: b

2. Which of the following types of maintenance has an immediate revenue effect?
 - a. predictive maintenance
 - b. preventive maintenance
 - c. emergency or breakdown maintenance
 - d. routine maintenance

Answer: c

3. Maintenance that includes preparing equipment for changes in the seasons is called:
 - a. scheduled maintenance.
 - b. preventive maintenance.
 - c. routine maintenance.
 - d. predictive maintenance.

Answer: a

4. A form used for all major pieces of equipment to record important maintenance information is called a:
 - a. material safety data sheet.
 - b. room data card.
 - c. rooms checklist.

d. equipment data card.

Answer: d

5. A room data card typically includes all of the following components except:
- a. a detailed outline of the process to follow for requisitioning any new room furniture, fixtures, or equipment.
 - b. space for scheduling and verifying the preventive maintenance dates for the room.
 - c. information about the major HVAC and electrical services in a room.
 - d. some equipment warranty information.

Answer: a

6. Material safety data sheets (MSDSs):
- a. inform employees about potentially hazardous materials used in the workplace and explain how to work with these materials.
 - b. do not tell employees any procedures to follow in case of an accident.
 - c. are written and supplied to hospitality organizations by the U.S. government.
 - d. explain where in the hospitality facility an employee can find training manuals and videotapes that show how equipment can be repaired safely.

Answer: a

7. Which of the following statements about emergency and breakdown maintenance is *true*?
- a. An effective maintenance management system greatly reduces the need for emergency maintenance.
 - b. Even the best ongoing maintenance possible will not eliminate all emergency maintenance needs.
 - c. Emergency and breakdown maintenance tends to be quite costly.
 - d. All of the above.

Answer: d

8. All of the following provisions are normally included in a maintenance contract *except*:
- a. a schedule of frequency of work and specific duties.
 - b. a cancellation clause.
 - c. specific fees for the work to be done.

d. automatic renewal.

Answer: d

9. The largest portion of the maintenance department's POM expenditure is usually:

- a. water and sewage charges.
- b. wages and benefits.
- c. operating supplies.
- d. electrical and mechanical equipment.

Answer: b

10. Facilities benchmarking for establishing goals for quality is based on:

- a. statistical analysis.
- b. quality milestones
- c. comparisons.
- d. quality circles.

Answer: c