

Quiz Questions – Chapter 2

1. Who sets the tone for delivering hospitality in a hotel?
 - a. Front desk clerk
 - b. Bell captain
 - c. Front desk manager
 - d. All of the above
2. The functional role of the front office manager include(s) which of the following?
 - a. Directing employees
 - b. Operating equipment
 - c. Maintaining accurate inventory of rooms to be sold
 - d. Operating within available financial resources
 - e. All of the above
3. A concierge is part of the housekeeping staff
 - a. True
 - b. False
4. A job description is prepared before a job analysis.
 - a. True
 - b. False
5. A job analysis lists all the jobs performed by an employee as they occur.
 - c. True
 - d. False
6. Forecasting room sales is performed by a desk clerk. It is not an important part of the front office manager's job.
 - a. True
 - b. False
7. The employee schedule needs to be compared to projected room sales.
 - a. True
 - b. False
8. Supervising front office employees include(s) which of the following?
 - a. Accurate forecasting of room sales
 - b. Scheduling employees
 - c. Employee motivation and understanding group personalities
 - d. Training employees
 - e. All of the above
9. The above information is taken from which of the following managerial tools?
 - a. Job description of a front office manager
 - b. Job analysis of a front office manager
 - c. Job organization of a front office manger
 - d. None of the above

10. Which of the following position(s) is not commonly found in a select service lodging property?
- a. General manager
 - b. Housekeeper
 - c. Human resource manager
 - d. Front office manager

Matching

- 11. General manager _____
 - 12. Front office manager _____
 - 13. Food and beverage director _____
 - 14. Physical plant director _____
 - 15. Executive housekeeper _____
 - 16. Marketing and sales director _____
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- A. Operating and monitoring the reservation system; developing and operating an effective communication system with front office staff and other department directors; supervising daily registrations and checkouts; establishing in-house sales programs at the front desk; forecasting room sales.
 - B. Oversees a team of electricians, plumbers, heating, ventilating, and air conditioning contractors, and general repair personnel to provide behind-the-scenes services to the guests and employees of the lodging property
 - C. Orchestrates the department directors in their efforts to meet the financial goals of the organization through their employees; performance is judged according to how effectively supervisors are directed to meet the goals of the organization.
 - D. Constantly evaluating new markets, reviewing the needs of existing markets, watching new promotions by the competition, organizing sales blitzes, working with community and professional groups to maintain public relations, working with other department directors to establish product and service specifications and in-house promotional efforts.
 - E. Responsible for the upkeep of the guest rooms and public areas of the lodging property; survival fluency in foreign languages is important accurate scheduling of employees is also necessary to maintain control over labor costs.
 - F. Responsible for the efficient operation of the kitchen, dining rooms, banquet service, room service, and lounge; managing a multitude of details including food quality, sanitation, inventory, cost control, training, room setup, cash control, and guest service.

Answers to Exam Questions – Chapter 2

1. C
2. E
3. B
4. B
5. A
6. B
7. A
8. E

9. B
10. C
11. C
12. A
13. F
14. B
15. E
16. D