



ELIZADE UNIVERSITY
ILARA-MOKIN, ONDO STATE, NIGERIA

FACULTY: HUMANITIES, SOCIAL AND MANAGEMENT SCIENCES

DEPARTMENT: TOURISM AND HOSPITALITY MANAGEMENT

FIRST SEMESTER EXAMINATIONS

2020/2021 ACADEMIC SESSION

COURSE CODE: THM 107/HTM103

COURSE TITLE: INTRODUCTION TO HOSPITALITY MANAGEMENT AND HOTEL OPERATIONS

DURATION: 2 Hours

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SECTION A (NON ESSAY TYPE)

Multiple Choice Questions/Fill in the Gap Questions/ True or False Questions. 60 Questions at 1/2 (0.5) mark each.

Total Marks for Section A: 30 Marks

SECTION B (ESSAY TYPE)

Written essays, definitions, description of concepts etc. 4 Questions, answer 3. 10 Marks each.

Total Marks for Section B: 30 Marks

TOTAL MARKS FOR EXAMINATIONS: 60 MARKS.

Section A (Answer all questions)

Each Question carries ½ Mark

1. The act of kindness in welcoming and looking after the basic needs of guests or strangers, mainly in relation to food, drink and accommodation can be described as
 - a. Hotel Operations
 - b. Hostility
 - c. Hospitality
 - d. Generosity
2. A contemporary explanation of Hospitality refers to the relationship process between a
 - a. A country and its visitors
 - b. A guest and a host.
 - c. A man and his friends
 - d. A man and his relatives

3. When we talk about the "Hospitality Industry", we are referring to
 - a. Hotels and hospitals
 - b. the companies or organizations which provide food and/or drink and/or accommodation to people who are away from home
 - c. Schools which provide education
 - d. Churches and mosques
4. Which of the following is not true about the Hospitality industry
 - a. It is a service-oriented industry
 - b. It provides food, drinks
 - c. It provides accommodation
 - d. It provides regulations
5. In the 7th and 8th century in Europe, hospitality establishments began to appear in form of
 - a. monasteries
 - b. hostels
 - c. hotels
 - d. guest houses
6. The European Rest House at Port Harcourt was established in
 - a. 1923
 - b. 1914
 - c. 1960
 - d. 1819
7. Hospitality can be all of the following except
 - a. commercial
 - b. non-commercial
 - c. credit facility
 - d. none of the above
8. The physical products of hospitality such as food and drink in a restaurant or hotel room, are
 - a. Intangible
 - b. Tangible
 - c. Service
 - d. Hospitality
9. The hospitality industry includes hotels, restaurants and other organizations or institutions that offer all of the following except
 - a. Food
 - b. Drink
 - c. shelter
 - d. unrelated services
10. Hospitality products and services are offered
 - a. to people away from home
 - b. to local guests
 - c. To visitors
 - d. To all of the above

11. A manager in the hospitality industry, therefore, must keep in mind the following objectives except
 - a. Making the guests feel welcome personally
 - b. Making things work for the guests
 - c. Making sure that the operation will continue to provide service and meet its budget
 - d. Making sure that the country's internal tourism is growing
12. The Hospitality industry is broadly divided into
 - a. The Accommodation Sector
 - b. The Food and Beverage Sector
 - c. A and B
 - d. None of the above
13. The Hotel Proprietors Ordinance Chapter 158 provides
 - a. A clear definition of a hotel
 - b. A clear definition of hospitality
 - c. A clear definition of tourism
 - d. A clear definition of tourist
14. Hotels can be classified by any of the following except
 - a. City centre
 - b. Size
 - c. Price
 - d. Rating
15. Which of the following is an example of Airport Hotel
 - a. Akure airport hotel
 - b. Eko Hotel and Suites
 - c. Ikeja airport hotel
 - d. Royal Birds Hotel
16. The main responsibilities of the general manager (GM) include all of the following except
 - a. Providing leadership to the management team
 - b. Coordinating the work of all departments
 - c. Participating in the formulation of hotel policies and strategies
 - d. Leading the hotel staff in daily prayers
17. The main responsibilities of the resident manager include all of the following except
 - a. Checking on operations, providing feedback and offering assistance when needed
 - b. Completing, reviewing and summarizing statistical reports and sharing them with the general manager
 - c. Assuming responsibilities for the daily operations and management of the hotel
 - d. None of the above
18. The engineering department is responsible for maintaining the following, except
 - a. Electricity
 - b. Plumbing
 - c. Concierge

- d. None of the above
19. The human resources (personnel and training) department is responsible for
- Hiring
 - wages and benefit administration
 - labour relations
 - All of the above
20. The food and beverage (F&B) department provides food and beverage services to the hotel guests and visitors through a variety of outlets except
- Lounge
 - bar
 - cake shop
 - None of the above
21. The main functions of the sales and marketing department involve the following except
- generating new businesses for the hotel
 - coordinating advertising
 - Starting a new business office
 - None of the above
22. The accounts department is responsible for the following except
- keeping records of assets, liabilities and financial transaction
 - preparing the monthly profit-and-loss statement
 - coordinating with other hotels in the neighbourhood for guest exchange
 - None of the above
23. The Front Office Manager performs the following duties:
- Making sure that cars are well parked at the car lot
 - Monitoring reservation status and Looking over market mix and preparing occupancy forecasts
 - Observing the entry and exit of visitors at the gate
 - All of the above
24. The reservations clerk will:
- Handle reservation request and prepare reservation confirmation slips
 - Request guests to confirm or guarantee their room reservations
 - Prepare VIP list
 - All of the above
25. Reservations may originate from any of the following except
- Direct reservation via telephone, fax, letter, e-mail or Internet
 - Leading Hotels of the World's (LHW) Network
 - Meeting planners
 - None of the above
26. When a reservation request is accepted the details collected does not include
- Guest name
 - Staying period

- c. Meal preference
- d. Method of payment

27. A situation when the hotel takes more reservations than the number of its rooms to accommodate is

- a. Advance Reservation
- b. Overbooking
- c. Guaranteed reservation
- d. Hospitality

28. The housekeeping department is responsible for

- a. cleaning and maintaining the guestrooms public areas, office spaces and back of the house areas
- b. Making sure that the property is as fresh and attractive as its first day of business.
- c. Helping the front office department
- d. A and B

29. Surveys conducted by the hotel industry constantly indicate that

- a. Hotels need to be close to an airport
- b. Resort hotels are the best hotels
- c. Cleanliness is a prime factor in a guest's selection of a hotel.
- d. All of the above

30. Which of the following is likely to be the largest department in an hotel

- a. Front office department
- b. Kitchen department
- c. Housekeeping department
- d. Security department

31. Which of the following might be found in the housekeeping department of a large-sized hotel

- a. Front office department
- b. Laundry department
- c. Uniform and linen room
- d. B and C

32. The following are duties of a housekeeper except

- a. interviews, selects and engages staff in conjunction with human resources manager
- b. training
- c. deployment
- d. None of the above

33. The Assistant Executive Housekeeper

- a. assists executive housekeeper in day-to-day operation
- b. assumes responsibilities of executive front office manager in his/her absence
- c. a and b
- d. None of the above.

34. The Assistant Housekeeper
- dispatches room attendants and floor supervisors to assigned floor
 - checks equipment and recommends new purchases
 - inspects guest rooms, lobbies and back stairs
 - All of the above
35. The Floor supervisor
- checks staff on duty
 - redeployment
 - A and B
 - None of the above
36. The Room attendant
- cleans rooms, bathrooms and suites
 - handle dirty and clean linen
 - provide turn-down service
 - All of the above
37. The Public area supervisor
- Provide turn-down service
 - makes maintenance report for restaurant or item in need of repair and follows up to
 - supervises cleaning of public areas, corridors and offices
 - B and C
38. Any economic activity where an immaterial exchange of value occurs is a
- Service
 - Product
 - A and B
 - Hospitality
39. Service design involves
- Planning
 - organizing people
 - Infrastructure
 - All of the above
40. The housekeeping department requires the following information from the front desk
- Check-in, occupied and check-out rooms in order to organize room cleaning
 - Special requests from guests, such as baby cot or extra blanket, etc., so that extra amenities and services can be provided to guests
 - Staff attendance sheet
 - A and B
41. The engineering department is responsible for the following except
- maintaining properly the hotel facilities
 - proper of functioning of the guest lift
 - plumbing
 - None of the above

42. Emergencies such as fire alarm and power failure should alert the
- Front Office Department
 - Housekeeping Department
 - Security Department
 - Kitchen Department
43. When guest reports loss of property to the front office the information is passed to the
- Front Office Department
 - Housekeeping Department
 - Security Department
 - Kitchen Department
44. The sales and marketing department needs to work closely with the front desk and reservations department for reservations of
- Groups and tours
 - corporate bookings
 - walk-in guests
 - A and B
45. The front desk will provide to the sales and marketing department
- A menu list
 - Staff schedule
 - An updated rooming list, with guest room number upon the arrival of tours or groups.
 - All of the above
46. Information concerning advance deposits received by the reservations department and payments received by the front desk must be recorded and passed to
- The front office department
 - The sales department
 - The marketing department
 - The accounts department
47. Monitoring guest accounts, checking credit limits and seeking settlements of guest accounts are all roles of the.
- Accounts department
 - Front office department
 - Sales department
 - Marketing department
48. The compilation of a list of credit-approved companies, which is needed by reservations and front desk when receiving bookings is done by the
- The front office department
 - The sales department
 - The marketing department
 - The accounts department
49. People don't usually go to hotels for
- Relaxation
 - Education

- c. Entertainment
 - d. All of the above
50. Hotels are usually inspired by
- a. Profit motive
 - b. Charity
 - c. Renumeration
 - d. Government policy
51. In 1923, the total number of recognised hotels in Nigeria was
- a. 100
 - b. 25
 - c. 1
 - d. 354
52. An hotel that manages water by recycling it and also recycles waste paper may brand itself as
- a. 5 Star
 - b. Green
 - c. 3 Star
 - d. White
53. One of the main drivers of room occupancy in hotels is
- a. Government policy
 - b. Tourism
 - c. Patriotism
 - d. Advocacy
54. Nigeria's hotel industry is regulated by
- a. Hotel Owners Association of Nigeria
 - b. International Air Transport Association
 - c. United Nations World Tourism Organisation
 - d. Nigerian Government
55. Hospitality dates back as far as over
- a. 100 years ago
 - b. 2000 years ago
 - c. 50 years ago
 - d. 4,000 years ago
56. Lagos Rest House was completed in
- a. 1960
 - b. 1914
 - c. 1923
 - d. 1931
57. Mountain Hotel in Buea (Now part of Cameroon), started operations in
- a. 1914
 - b. 1960
 - c. 1956

- d. 1931
- 58. The Catering Rest-House in Victoria Island started operations in 1956
 - a. 1914
 - b. 1956
 - c. 1960
 - d. 1931
- 59. Gambling operations are popularly associated with
 - a. Resort Hotels
 - b. Motels
 - c. Inns
 - d. Casino Hotels
- 60. An hotel that offers full kitchen facilities, shopping services, business services and limited housekeeping services is likely to be a
 - a. Resort Hotel
 - b. Extended Stay Hotel
 - c. All Suite Hotel
 - d. Casino Hotel

SECTION B

1a. Write short notes on any 5 of the following concepts:

- i. Hospitality
- ii. Hotel
- iii. Hospitality Industry
- iv. Resort Hotel
- v. Room Reservation
- vi. Guest Diary (1 mark each)

1b. Write short notes on any five criteria that can be used in the classification of hotels, stating suitable examples of each. (1 mark each)

2a. Briefly discuss the two major sectors of the hospitality industry stating appropriate examples (2 marks)

2b. briefly discuss any five types of hotel you know (5 marks)

2c. Using diagrammatic illustration, showcase the various departments of a typical hotel (3 marks)

3a. Hospitality can be a remunerated or a non-remunerated service. Discuss the two concepts stating appropriate examples and diagrammatic illustrations (5 marks)

b. Discuss in detail, the guest cycle and support your explanations with a suitable diagrammatic representation (5 marks)

4a. What do you understand by the “front office department” of a hotel and what is its significance in the hotel industry (2 ½ marks)

b. List 5 attributes of a good receptionist (2 ½ marks)

c. List 5 purposes of hotel reservation. (2 ½ marks)

d. Briefly discuss the development of the hospitality industry in Nigeria (2 ½ marks)