

# MANAGING HOTEL OPERATIONS



**Brand:** Mehta Solutions

**Product Code:** case920

**Weight:** 0.00kg

**Price:** Rs500

## Short Description

**MANAGING HOTEL OPERATIONS** case study

## Description

**Multiple Choices:**

**Q1. Housekeeping is the responsibility of:**

1. Hotel manager
2. Reservation manager
3. Rooms manager
4. Executive assistant manager

**Q2. Which of the following is not the method of minimizing the overbooking problem:**

1. Increasing restrictive policy
2. Third party guaranty

3. **Threat of legislation**
4. **Advance- deposit reservation**

**Q3. Which of the following is the channel of the traditional reservation:**

1. **The changing role of travel agent**
2. **In-house reservation**
3. **Central reservation center**
4. **All of these**

**Q4. The real component of “TQM” is?**

1. **Bedding**
2. **Cleanliness**
3. **Noise ,temperature and darkness**
4. **All of the above**

**Q5. Arrange the following into hotel organizational structure:**

1. **The room manager**
2. **The general manager**

**iii. The hotel manager**

1. **Manager of guest services.**
2. **i, ii, iii, iv**
3. **ii, iv, i, iii**

4. **ii, iii ,i, iv**

**d .iv, ii, iii, i**

**Q6. Alphabetical list of the day?s expected arrival, individually and by group is:**

1. **Cancellation and change report**
2. **Daily analysis report**
3. **Arrival report**
4. **Central reservation report**

**Q7. Which is not the component of credit management :**

1. **Extending credit**
2. **Credit alert and skippers**
3. **Minimizing charge backs**
4. **None of these**

**Q8. Reservation contained following information during the procedure are design to improve the effectiveness of the front office:**

1. **Arriving and departure dates**
2. **Number of night**
3. **Number of person**
4. **All of the above**

**Q9. Bank card is the kind of?**

1. **Debit card**
2. **Smart card**
3. **Credit card**
4. **None of these**

**Q10. Segmentation comes under:**

1. **New product pattern**
2. **New market Pattern**
3. **New product segmentation**
4. **New management pattern**

**Part Two:**

**Q1. Explain the special characteristics of hotel business?**

**Q2. Differentiate between the marketing to the individual and marketing to the group?**

**Q3. List the Information contained in reservation.**

**Q4. Explain the organizational structure of hotel management?**

**Q5. What does this mean for the business of our clients?**

**Q6. Name one output of a hotel.**

**Q7. Why is the layout of facilities important in a hotel?**

**Q8. Explain the advantages and disadvantages of hotel technology?**

**Q9. Discuss how the room rates impact on guest demand?**

**Q10. Explain the traditional hotel industry?**

## **Details**

**1. Case study solved answers**

**2. pdf/word**

**3. Fully Solved with answers**