

HOSPITALITY MANAGEMENT

STUDY NOTES

- **Hospitality** is the relationship between the guest and the host. It is an act of being hospitable or friendly, generous in behaviour with a well coming gesture towards the guest and to make available all the amenities, facilities for rest, recreation, entertainment with warmth and courteousness.
- It is concerned with providing a place to stay, entertainment, food and other facilities to make the stay of guest comfortable.
- Different types of establishments offer hospitality services like hotel, motel, lodges, resorts and furnished apartments.
 - A **Hotel** is a commercial establishment which provides lodging, food, entertainment, recreation and other services to the guest.
 - A **Motel** also provides facilities like hotel and it also provides parking facility near the room or the room door which opens towards parking lot.
 - A **Lodge** offers accommodation specially for sleeping and main or may not offer food and other services.
 - A **Resort** is known for leisure attraction as it offers broad range of variety of sports facilities and activities, foods which make it a complete vacation experience.
- **Furnished apartments** provide all the essential facilities as per the need of the guest, adventure trips and to do adventure sports like river rafting.
- Hospitality services are provided at conventions, conferences, events like parties in park, cruise line, ship, measurement of as well as guest house, hospitals.
- The fundamental principles of hospitality management are applicable to one and all the departments of hospitality.
- **Hospitality industry** include concept like “guest cycle” asking about the hotel and services is called pre arrival stage and the second stage as the title suggest starts when the guest actually reaches and registers for checking, the third stage comes when the guest is occupying the room.
- Providing him and fulfilling his needs to ensure and to encourage the guest to patronise and use the services of the establishment again also called just customer loyalty, is the duty of the staff.
- **Departure** is the last days of this cycle which includes the check out or readiness to move out from the accommodation.
- Everyday **updated report of routine** is maintained in guest house the department included in the hospitality management of an organisation including front office, food and beverages, housekeeping.
- These three are called ‘Front door ‘services while other departments like finance and accounts, engineering, human resources, sales and marketing department, all these work on back as “back office.”
- Front office includes looking after the guest since arrival to departure.
- The guest arrives and comes at the front office. He interacts with the hospitality of the organisation for the first time. Interaction between the staff and the guest is very critical to develop the good relationship between the guest and the organisation and also in building a good image.
- The services offered by the staff here include welcoming guest, meeting and greeting them organising presentation, status of room, beautiful ambience, allocation of rooms, maintaining records of the checking in and check out details.

- Accounts billing, room service, restaurants, engineering and house keeping, are the other departments which work with front office.
- Front office includes telephone operator, front office receptionist, front office cashier, BEL captain and bell boys.
- In this organisational structure of front of department front office manager is responsible for managing the front of lobby transport activities, the rotation duties, etc.
- Front office supervisor is also responsible for the shift. He meets and greets all the guest, ensures accurate and speedy rooming process.
- Front office cashier is responsible for maintaining the guest bill and receiving payments when the guest check.
- The telephone operator is responsible for providing information and communications.
- Department of **house keeping** is primarily responsible for cleaning of public areas, guest room supply and high standards of hygiene in all the areas.
- Supply and up keep of laundry and exchange of various linen and uniforms, internal flower arrangement and maintenance of external area or Garden, pest control coordination and combination with other department are the functions of housekeeping.
- Housekeeping control desk, housekeeping management, guest room brigade, linen and uniform room, flower arrangement, lost and found section etc. are the housekeeping department.
- For proper running of the establishment staffing like executive housekeeper, interior decorator, assistant housekeeper, house keeping control desk. housekeeper, interior decorator, assistant housekeeper, desk control supervisor, room attendant, public area supervisor, florist, room uniform room supervisor etc. Are required.
- Responsibilities of the housekeeping department personnel include like managing the functioning of the department through judicious use of Manpower, materials, money, time and other available resources, also need to check schedule, cleanliness and all functioning of the house keeping department.
- **Cleaning** is an integral part of any organisation oh it also involved planning and having organised approach in selecting staff .
- Appropriate selection of specialised equipment rules and cleaning solutions and knowledge of latest technological applications and specific methods is required.
- Cleaning of various surfaces in the hotel are done with suitable tools and Cleaning solutions and specific methods.
- The commonly used equipment are vacuum cleaner, various types of brushes, brooms and mopes, container, cleaning clothes, trolleys to carry multiple equipment. Various cleaning agents such as water, vinegar, ammonia, soaps and detergent, washing soda, various abrasives, polishes, acids and their such liquids are used in various of surfaces and materials.
- Flower are used to enhance the aesthetic appeal of various interior spaces.
- Food and beverages Department is responsible for the sale of food and beverages. The relevant services include kitchen, banquet, restaurant, room service, Stewarding and bars/coffee shop etc.
- Kitchen is the place where food is prepared, kitchen contains different section like confectionery, vegetable preparation, soup section, pantry, hot range and so on.
- The main executive chef is called Chef de-cuisine, is the head of the kitchen and is responsible for planning organising and controlling the kitchen operations.
- Next is deputy chef, Supervisor of some of the sections are also called Chef de-parties.
- **Kitchen Stewarding** is related with storage, maintenance, cleaning and issue of cutlery, crockery and glass ware etc to the restaurant and kitchen.
- **Restaurant** is a commercial facility that provides food and beverage to the customers.
- Restaurant manager, Supervisor, head waiter, waiters/steward are there to complete the work.
- The organisational has a hierarchy of management, i.e., for post. Job opportunities are at available at each level.
- Youth due to high energy, motivation, long workin hours, tech- aptness, enthusiasm to learn and adept are employed more.

- The essential competences required to work are having good hygiene, grooming, smiling face, fitness, communication skills, confidence, etiquette etc.
- There are various courses which offer graduation, degree, certificate, diploma, PG diploma courses etc.

QUESTION BANK

MULTIPLE CHOICE QUESTIONS

- Hospitality means
 - Relationship between guest and host.
 - Welcoming people in hospital
 - Practice of earning money from being hospitable
 - Providing a place to stay
- A motel is different from the hotel in the sense:
 - It provides accommodation.
 - It provides food and lodging.
 - It has room door in front of parking.
 - No difference exists as such.
- A resort doesn't identify with
 - Leisure
 - Sport facilities
 - All amenities
 - Field adventure
- Sectors of hospitality industry include:
 - Entertainment and Recreation and tourism
 - food and beverage services, the accommodation meeting and events
 - Tourism, accommodation and food and beverage
 - Both (a) and (b)
- Characteristics of a hospitality industry include:
 - Promoting tourism
 - Providing amenities and
 - Happiness of guests is of utmost importance
 - All of these
- Choose the stages of guest cycle
 - Pre arrival, arrival, staying
 - Arrival, stay and departure
 - Arrival, stay, tourism, departure
 - Pre arrival, arrival, staying, departure
- Choose all "front door" departments involved in hospitality management of an organisation.
 - Front Office, Food and beverage, House keeping
 - Food and beverage, Engineering, HRM, Accounts
 - House keeping, Front Office, Sales and marketing
 - Both (b) and (c)
- Functions of a front office manager include all except
 - Managing front office
 - Transport and lobby facilities, staff rotations duties, coordinated with house keeping
 - Checking VIP arrivals
 - Communication with in house guest
- If a in-house guest needs first aid, whom should he/she call in the hotel?
 - Room service
 - Reception
 - Lobby manager
 - Bellboys
- If the geyser of the room is not working which department is responsible for it?
 - Sales and marketing
 - Engineering
 - Accounts
 - House keeping
- Who manages uniformed services?
 - Front office agent
 - Lobby manager
 - Assistant housekeeper
 - Floor Supervisor
- _____ organises, supervises any controls all uniformed services, supervises all bell boys all the baggage movement during check in and check out.
 - Lobby manager
 - Assistant manager-front office
 - Bell captain
 - Front office supervisor

13. _____ maintains guests bills and receives payment from guests.
 (a) Front office cashier (b) Receptionist (c) Accounts receptions (d) None among these
14. Following are the functions of housekeeping Department except:
 (a) Training of public areas and restroom, supply and up keep of laundry and exchange of various linen and uniforms
 (b) Internal flower arrangement and maintenance of landscape of Garden, pest control,
 (c) Coordination in communication with other department such as front office restaurant,
 (d) Providing information about facilities available
15. Sections of housekeeping department include:
 (a) housekeeping control desk, housekeeping management and guest room brigade,
 (b) public area brigade, linen and uniform room,
 (c) horticulture and flower arrangement team, lost and found section
 (d) All these
16. Which of the statement is correct regarding public area Brigade function?
 (a) Maintains cleanliness of foyer, lobby, front office and other common areas
 (b) Maintains internal flower arrangement in room and outside landscape of the hotel,
 (c) Keeps record of lost and found section
 (d) Both (b) and (c)
17. Identify the sections involved in housekeeping department:
 (a) Executive housekeeper, interior decorator Assistant housekeeper
 (b) Housekeeping controlling desk, linen and uniform supervisor
 (c) Floor supervisor, public area supervisor, house man
 (d) All of these
18. Executive housekeeper is responsible for managing over the following departments except:
 (a) Interior decorator (b) Assistant housekeeper
 (c) Floor reception (d) House keeping control desk
19. Interiors of a banquet hall are taken care of by:
 (a) Interior decorator (b) Floor Supervisors
 (c) Florists (d) Banquet manager
20. Area of supervision for a public area supervisor doesn't include:
 (a) maintaining of the public area, main entrance
 (b) corridors, or offices, banquet halls, restaurants
 (c) kitchen area
 (d) open spaces
21. Linen room or uniform room supervisor is responsible for:
 (a) supply and acquisition,
 (b) storage, issue and cleanliness of the linen
 (c) for uniform required in various parts of the hotel
 (d) all of these
22. The exclusive areas of food and beverage department doesn't include _____.
 (a) kitchen (b) banquet
 (c) restaurants (d) bar or coffee shops
23. The executive chef is also called _____.
 (a) Chef De-cuisine, (b) Chef de-parties
 (c) Deputy chef (d) Sous chef

24. _____ kitchen is responsible for planning, organising, controlling the kitchen operations.
 (a) Chef-de-cuisine (b) deputy Chef (c) Chef-de-parties (d) Both (a) and (b)
25. _____ is responsible for storage maintenance cleanliness and issues of cutlery crockery and glassware to the restaurant and kitchen.
 (a) Executive kitchen Steward (b) Head waiter
 (c) Deputy chef (d) Restaurant supervisor
26. _____ is responsible for overall functioning of the restaurant.
 (a) Restaurant supervisor (b) Restaurant manager (c) Senior manager (d) Manager (operations)
27. _____ is a commercial facility that provides food and beverages to the customers.
 (a) Bar centre (b) Lounge and bar (c) Restaurant (d) Room service management
28. The primary requirements for a steward include all except :
 (a) Knowledge of recipes of foods being served (b) Smiling and courteous
 (c) Good manner and etiquette (d) Knowledge of ways of serving food
29. Choose the correct group: Back office departments include
 (a) Finance and accounts, Engineering, Human Resource Department, sales and marketing Department
 (b) Food and beverage, engineering, Human Resource Department, sales and marketing,
 (c) Front Office, house keeping Department, Sales and marketing,
 (d) Front Office, Human Resource Department, finance and accounts, Engineering.
30. Choose management functions :
 (a) Planning, organising, staffing, directing, controlling
 (b) Planning, organising, coordinating, monitoring and directing
 (c) Planning, coordinating, monitoring and directing, staffing, evaluating
 (d) Planning, organising, coordinating, staffing, directing, controlling and evaluating
31. Directing the different departments of hotel about the upcoming event and instructing about the requirements is a part of
 (a) Planning (b) Organising (c) Coordinating (d) Evaluation
32. Providing the personnel having required skills and competencies for a particular function is called _____.
 (a) organising (b) coordinating (c) staffing (d) directing
33. Discussion about the success or problems in conducting an event, is the part of _____ management function
 (a) Planning (b) Controlling (c) Evaluation (d) Celebration
34. During an event while decorating the premises shortage of flowers is being compensated by using artefacts, which functions of management is being displayed here _____?
 (a) Organising (b) Controlling (c) Directing (d) Coordinating
35. Doing negotiations with business house for organising their conference in the hotel area is a part of the function of which department?
 (a) Accounts department (b) Engineering department
 (c) Human resource department (d) Sales and marketing department
36. Estimating the needs and requirements of an upcoming event and analysing there is sources available is a part of
 (a) Organising (b) Planning (c) Directing (d) Staffing
37. Hospitality industry prefers youth as working force due to
 (a) Long working hours, low ambitions, readiness to learn, higher performance
 (b) Better informed, better competency, long working hours
 (c) Openness to new ideas and technology, higher ambitions
 (d) All except (a)

38. Choose the essential personal competencies required for working in hospitality industry.
- Good hygiene, orderliness
 - Good manners and etiquette, smiling face
 - Cheerfulness, physical fitness, communication skills with multiple languages skills, etiquette, hygiene, good manner
 - Communication, etiquette, well dressed, hygienic
39. Choose the correct course combination option for entering into hospitality industry at a higher position
- BHM, MHM, PG diploma,
 - Degree in HM and Catering, certificate
 - Certificates and short duration diploma
 - MBA in management
40. Career opportunities for a hotel management person doesn't include _____
- Entrepreneurial opportunities in housekeeping
 - front office and reception related positions
 - opportunities in housekeeping department
 - opportunities for working in engineering department
41. Entrepreneurial opportunities can be available in following sections of hotel industry except
- supply of flower arrangement
 - theme based events specialisation
 - in Housekeeping services
 - kitchen and beverages
42. Kitchen stewarding is concerned with the:
- Cleanliness of kitchen, crockery, glassware cleaning and maintenance
 - Responsible for used pots and pans
 - Kitchen cleaning, maintenance in sanitation
 - All of these
43. _____ lead a team of waiters and stewards who actually the serve the food and clear the table.
- Restaurant supervisor/head waiter
 - Senior manager
 - Floor Supervisors
 - None of these
44. _____ is the function of ensuring that all the objectives and plans are working as per the schedule and within the allocated budget.
- Coordinating
 - Controlling
 - Directing
 - Evaluation
45. _____ in a hotel, has two rooms, one as a living cum dining area and other room has a bed.
- A twin bed room
 - A suite
 - A hall
 - Dormitory
46. Which are the services a lodge offers?
- Accommodation, food, lodging, leisure facilities
 - Only accommodation
 - Only food
 - None of these
47. A suitable option for a person going on hills and jungle for purpose of adventure can be _____
- A Resort
 - Furnished camp
 - Furnished apartment
 - A motel
48. Which of the following option provides most facilities to the customer?
- Lodge
 - Motel
 - Hotel
 - Both (b) and (c)
49. Personnel of which department generally interact and welcome the guest in a hotel?
- House keeping
 - Restaurant
 - Front office
 - Billing department
50. Linen room Supervisor is responsible for _____
- supply, acquisition of linen and uniforms
 - storage, issue and cleanliness of the linen and uniforms
 - maintaining lounge area
 - all except (c)
51. During an event, if a person is interlinking the work being done with in various departments, she/he is _____.
- Controlling
 - Staffing
 - Coordinating
 - Directing

Input Text Based MCQs

Read the passage and answer the questions that follow (52 to 56).

Hospitality Services are integral to the services provided at conferences, convention, seminars, meetings, wedding, theme park parties, cruise line, amusement park as well as guest houses, hospitals, hostels, corporate training partners etc. Companies that provide these Hospitality Services they have management department. All the fundamental principles of hospitality Management are applicable to all these situations, in order to have smooth and efficient functioning different departments are formed like entertainment and Recreation, meetings and events, accommodation or front office, food and beverage services and tourism to have a better understanding of different departments the concept of guest cycle can be understood guest cycle starts even before the guest physically appears in the hotel and it has four stages pre arrival stage, arrival stage, occupancy and departure.

52. If a guest is asking for his room location and keys, in which stage of guest cycle he is?
(a) Pre arrival (b) Arrival (c) Occupancy (d) Departure
53. Which Department will be having peak working hours at lunch time in an ongoing conference?
(a) House keeping (b) Front Office (c) Food and beverage (d) Maintenance
54. In pre-arrival stage of guest cycle which Department is responsible for efficient working?
(a) Front Office (b) Kitchen and beverage
(c) Engineering Department (d) Entertainment and recreation Department
55. Which Department will be leading the management of a convention?
(a) Entertainment and recreation (b) Accommodation and front Office
(c) Tourism (d) Meetings and events
56. In case of wedding, arrangements for musical performances will be taken care of by this department-
(a) Tourism (b) Entertainment and recreation
(c) Food and beverage (d) Accommodation

ANSWERS

Multiple Choice Questions

1. (a) 2. (c) 3. (d) 4. (d) 5. (d) 6. (d) 7. (a) 8. (d) 9. (b) 10. (d)
11. (b) 12. (c) 13. (a) 14. (d) 15. (d) 16. (a) 17. (d) 18. (c) 19. (a) 20. (c)
21. (d) 22. (b) 23. (a) 24. (a) 25. (a) 26. (b) 27. (c) 28. (a) 29. (a) 30. (a)
31. (b) 32. (c) 33. (c) 34. (b) 35. (d) 36. (b) 37. (d) 38. (c) 39. (a) 40. (d)
41. (d) 42. (a) 43. (a) 44. (b) 45. (b) 46. (b) 47. (b) 48. (c) 49. (c) 50. (d)
51. (c)

Input Text Based MCQs

52. (b) 53. (c) 54. (a) 55. (d) 56. (b)

