

## **Hospitality industry management**

### **Questions for exam**

- 1) Classification of hospitality management**
- 2) The Manager's Role in The Hospitality Management**
- 3) Types of hospitality management**
- 4) The Front Office Department**
- 5) Qualities of a Receptionist**
- 6) Bases For Departmentalization**
- 7) Types of hotels**
- 8) The Duties Expected of a House-keeper**
- 9) Hotel ownership, leasing of hotels**
- 10) Management ownership, franchisors**
- 11) Advantages and disadvantages of management contract for hotel owners**
- 12) Advantages and disadvantages of management contract for management enterprises**
- 13) Franchising**
- 14) Advantage and disadvantage for franchisee**
- 15) Advantage and disadvantage for franchisor**
- 16) The Duties of Key Executives (General manager, Resident manager)**
- 17) Functions of Major Hotel Departments**
- 18) Relationship Between Front Office Department and Other Departments**
- 19) Economic strategy levels in hospitality industries**
- 20) Line Management**
- 21) Level I. Obtaining economic profit, Level II. Market share increase**
- 22) III level. Growth in the value of the company**
- 23) Economic strategy, Economic tactics**
- 24) Forecasting in hospitality industry**
- 25) Forecasting methods**
- 26) Steps to perfecting hospitality business forecasting**
- 27) Important features of effective strategic planning**
- 28) Major steps in planning process related to tourism and hospitality industry**
- 29) Segments of hospitality industry**
- 30) Explain food and beverages**
- 31) Explain travel and tourism**
- 32) Explain lodging industry**
- 33) Explain meeting and event industry**
- 34) What is revenue management**
- 35) Revenue management strategies**
- 36) Cost management**
- 37) Cost management systems**
- 38) Explanation of RevPar and ADR**
- 39) Life-cycle and Target costing**
- 40) Benchmarking: Competitive, Balanced Scorecard**
- 41) Value-chain analysis, Transfer pricing**
- 42) Modern information technologies at the enterprises of the hospitality and tourism industry.**

- 43) Restaurant/POS systems**
- 44) Information systems use in hospitality industry**
- 45) Features of management automation in the hotel industry**
- 46) Booking and reservation programs**
- 47) Property management systems**
- 48) Explain budget**
- 49) Financial Management in the Hospitality Industry**
- 50) 10 Pricing Strategies to Increase Hotel Revenue**
- 51) Explain Restaurants**
- 52) Explain Bars**
- 53) Explain Banquets**
- 54) Explain Room service**
- 55) Explain Menus**
- 56) Breakfast types**
- 57) Economic fundamentals of entertainment enterprise management**
- 58) Sports department for animation services**
- 59) Departments of show animation and Mini club**
- 60) Classification of tourists in connection with recreational activities**