



EAST AFRICAN SCHOOL OF AVIATION EXAMINATION

CAT

IATA/SAFETY SECTION

SUBJECT: CUSTOMER SERVICES

STREAM: TTF NO: 12

Duration: 2 Hrs

DAY/DATE: Tuesday, 21/08/2012

TIME: 9.00 – 11 A.M

INSTRUCTIONS TO CANDIDATE:

1. This paper consists of SIX (6) printed pages
2. Answer ALL the questions.
3. Possible marks 30/30.

TRAVEL AND TOURISM FOUNDATION LEVEL (TTF12)

HOTELS CAT

21 AUGUST

1. Which of the following hotel products is least suited to host a one day international business meeting?

- A. A resort hotel
- B. A motel
- C. An airport hotel
- D. A convection centre hotel

2. What is the term for discounted or complimentary tours for travel agents to learn about a new destination or product?

- A. Group Bookings
- B. Package
- C. Market Segments
- D. Familiarization Tours

3. A hotel guest needs assistance in choosing a restaurant and buying theatre tickets. Which hotel employee should the guest ask for help

- A. Concierge
- B. Bell Staff
- C. House Keeping
- D. Room Service

4. what type of meal plan includes breakfast only?

- A. European
- B. American
- C. Continental
- D. Table D'hote

5. Which type of menu will price each item separately?

- A. Table d'hote
- B. European plan
- C. A ta carte
- D. Continental menu

Customer Services

6. Which room type is most suitable for two people who want to share one room and sleep in separate beds? –

- A. A room with twin beds
- B. A room with a double bed
- C. A room with a single bed
- D. A room with a queen size bed

7. What information is not included in the Hotel and Travel Index?

- A. Addresses of consular and government offices
- B. Local time and currency per destination city
- C. Hotel properties, programmes and policies
- D. Regional and city destination maps

8. An example of a Budget/Economy category hotel is . _

- A. Four Points
- B. Holiday Inn Express g
- C. Sofitel
- D. Ramada International

9. Free hotel room amenities normally do not include _____

- A. a chocolate on the night table every day
- B. use of hotel room bathrobes or gowns
- C. use of toiletries such as soap or shampoo
- D. unlimited use of the room mini-bar

10. Why might a hotel reservation be cancelled before the customer checks in?

- A. Because the hotel room was reserved by telephone and not through a GDS or CRS
- B. Because the hotel room reservation was not guaranteed by credit card or a deposit
- C. Because the hotel room was reserved through a tour operator or wholesaler
- D. Because the customer did not buy cancellation insurance at the time of reservation

11. What is a hotel "confirmation number"?

- A. A guaranteed hotel room reservation number
- B. A PNR record locator number in a GDS system
- C. The rate charged per person per room night
- D. The form of payment to guarantee a room night

12. _____ rates include all transportation and accommodation.

- A. Promotional
- B. Industry
- C. Package
- D. consortium

13. Which factor generally affects the hotel room rate?
- A. Complimentary room amenities
 - B. offer of a frequent stay guest programme
 - C. The hotel property location
 - D. Airport to-hotel bus service
14. Which hotel service is more likely to be available in an upscale (four or five star) hotel than in a mid-range hotel?
- A. 24-hour room service
 - B. Adjoining rooms.
 - C. Front desk
 - D. Housekeeping
15. When a guest does not arrive by the check-in deadline. What is charged as a "no-show charge" on the guaranteed credit card?
- A. The equivalent of USD \$100
 - B. The price of at least one night's stay
 - A. 50% of the price for the entire stay
 - C. The cost of the entire period reserved
16. Which resource will give you information on meal plans? "
- A. OAG Travel Guide
 - B. World Travel Guide
 - C. Hotel and Travel index
 - D. Star Report
17. A Health, Club may include fitness rooms, a swimming pool, a sauna and a Jacuzzi.
- A. True
 - A. B False
18. The hotel industry term "no-show" is defined as .
- A. a situation where more hotel rooms are sold than the actual number of existing rooms
 - B. a hotel guest who cancels a room reservation before the reserved date
 - C. a hotel guest who turns up for check-in without an advance room reservation
 - D. a hotel guest who does not check in on the date reserved and by the deadline time

Customer Services

19. What is required by hotels at the time of confirming a room reservation to guarantee the reservation?
- A. A The guest's valid credit card number
 - B. Full payment of the room reservation
 - C. A partial deposit payment for the reservation
 - D. The guest's passport number
20. Which meal plan is also referred to as a "Full-Board"?
- A. Bed & Breakfast
 - B. European plan
 - C. American plan
 - D. A la carte
21. Hotel rating systems grade hotels with the same standards and criteria worldwide.
- A. True
 - B. False
22. People traveling by car typically prefer which of the following accommodation properties?
- A. Resorts
 - B. Spas
 - C. motels
 - D. None of the above
23. If the hotel requested by a client is not available in the travel agents Global Distribution System, the agent will probably
- A. Call the hotel directly as there may still be rooms available.
 - B. Waitlist the client's name in the agent's GDS.
 - C. ask the client to choose another hotel
24. The tasks of a concierge of the hotel is sometimes performed by the
- A. hall porter
 - B. CRO
 - C. front office
 - D. None of the above
25. In order to secure a room reservation for your client, you must provide hotel with:
- A. A guest name
 - B. An arrival date
 - C. A guarantee or deposit.
 - D. A frequent guest number
26. When you quote the hotel price, you quote the rate in

Customer Services

- A. Euros (EUR)
B. US Dollars (USD)
C. the currency of the country where the hotel room is sold
D. the currency of the country where the hotel is located
27. Hotel services such as room service, concierge, business centre, exercise facilities are only provided by
- A. limited service hotels
B. full service hotels
C. Conference Centres
D. All of the above
28. This rate is generally offered when room bookings at a hotel are low, in order to Stimulate demand.
- A. Consortium rate
B. Promotional rate
C. Corporate rate
D. Package rate
29. The area of the hotel not accessible to the public is called the
- A. Front of the house
B. Back of the house
C. Concierge desk
D. None of the above
30. Through any major CRS/GDS a travel agent can
- A. Check hotel availability
B. Make hotel reservations
C. Communicate with the hotel reservations office
D. All of the above
E. A and B only
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