



EAST AFRICAN SCHOOL OF AVIATION EXAMINATION

CAT

IATA/SAFETY SECTION

SUBJECT: HOTELS

STREAM: TTF NO: 13

Duration: 2 Hrs

DAY/DATE: Thursday, 14/02/2013

TIME: 11.00 – 12 Noon

INSTRUCTIONS TO CANDIDATE:

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

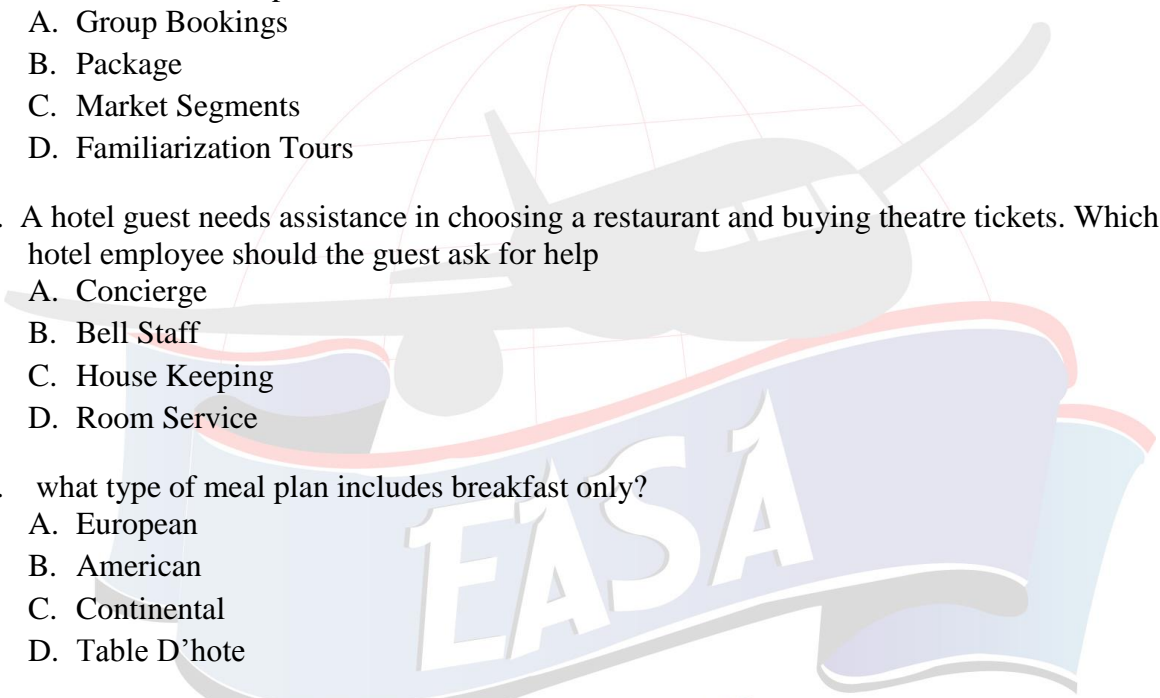
1. Which of the following hotel products is least suited to host a one day international business meeting?
 - A. A resort hotel
 - B. A motel
 - C. An airport hotel
 - D. A convection centre hotel

 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 la carte
 - D. Continental menu

 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
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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. Aguaranteed 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

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
 - 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