

hcm131 List of Questions

Latex formatted questions may not properly render

Q1 Internal theft can be prevented by

- ☐ cleaning
- ☒ guarantorship
- ☐ maintenance
- ☐ none of the above

Q2 free girls in hotels can also be referred to as

- ☐ runs girls
- ☐ aristo
- ☒ call girls
- ☐ good girls

Q3 choice of equipment should put in to consideration the following except

- ☐ noise
- ☐ quality
- ☐ cumbersome
- ☒ all of the above

Q4 facilities in a guest bedroom includes the following except

- ☐ bed
- ☒ plate rack
- ☐ upholstery stool
- ☐ wardrobe

Q5 preparation of duty roaster is often carried out by

- ☐ florist
- ☐ manager
- ☐ receptionist
- ☒ house keeper

Q6 the person responsible for all floral arrangement and decoration is called

- ☐ laundry headman
- ☐ housekeeper
- ☐ gardener
- ☒ florist

Q7 Zaranda hotel bauchi can be classified as

- ☐ guest house
- ☐ luxury hotel
- ☒ medium size hotel
- ☐ welfare home

Q8 A luxury hotel can be categorized as a

- ☒ first class hotel
- ☐ medium class hotel
- ☐ small size hotel

- ☐ international hotel

Q9 information from the reception to the restaurant includes the following except

- ☐ type of menu required
- ☐ date of arrival and time
- ☐ name of guests
- ☐ number of guests

Q10 The following are qualities of a good receptionist except

- ☐ honesty
- ☐ memory
- ☐ salesmanship technique
- ☐ all of the above

Q11 charity homes can also be called

- ☐ hospitals
- ☐ welfare homes
- ☐ handicap homes
- ☐ special people homes

Q12 which of the following is not a section in the front office

- ☐ bar
- ☐ telephone unit
- ☐ cashier unit
- ☐ lounge

Q13 Room services is beneficial to the hotel management because it serves as

- ☐ revenue
- ☐ entertainment
- ☐ fame
- ☐ comfort

Q14 Job benefit can come in form of the following except

- ☐ wages
- ☐ official car
- ☐ medical facilities
- ☐ off duty

Q15 salary and wages can be categorized as

- ☐ allowance
- ☐ commission
- ☐ remuneration
- ☐ commission

Q16 Staff can be motivated by the following methods except

- ☐ increase standard of living
- ☐ job satisfaction
- ☐ job mobility
- ☐ rules and regulations

Q17 The history of hospitality could be traced to

- ☐ Domestic accomodation
- ☒ domestic hospitality
- ☐ All of the above
- ☐ domestic violence

Q18 the sum total encouragement provided for employees by employers is called

- ☒ motivation
- ☐ welfare
- ☐ turn over
- ☐ salary

Q19 Staff welfare packages includes the following except

- ☐ staff canteen
- ☐ medical treatment
- ☐ staff uniform
- ☒ all of the above

Q20 Security and safety are dsigned to

- ☐ bring customers
- ☒ protect lives and properties
- ☐ encourage staff
- ☐ reduce fire accident

Q21 the responsibility of informing guests about any visitor lies on

- ☐ the manager
- ☒ the recptionist
- ☐ the house keeper
- ☐ the security

Q22 a wet surface can lead to

- ☒ serious fracture
- ☐ electric paralysis
- ☐ cuts
- ☐ burns

Q23 electric hazard can be caused by the following except

- ☐ overloading
- ☐ damage cables
- ☒ all of the above
- ☐ detective ear thing

Q24 electric paralysis can be caused by

- ☐ water spill
- ☐ fire outbreak
- ☐ low voltage
- ☒ high voltage

Q25 Positive and negative connection at the same point can lead to

- ☐ low current

- ☐ power failure
- ☒ electric burns
- ☐ flooding

Q26 mechanical accident can cause

- ☒ electric shock
- ☐ fall
- ☐ fire outbreak
- ☐ collapse

Q27 the process of removing air during fire outbreak is called

- ☐ cooling
- ☐ combustion
- ☒ smothering
- ☐ all of the above

Q28 A major way of extinguishing fire in an outbreak is by

- ☒ smothering
- ☐ praying
- ☐ mixing sand and salt
- ☐ pouring oil

Q29 fire can take place in the presence of the following except

- ☐ heat
- ☐ air
- ☐ fuel
- ☒ none of the following

Q30 combustion of flammable items leads to

- ☐ fuel scarcity
- ☐ mechanical accident
- ☒ fire accident
- ☐ abrasions

Q31 accidents can be in form of

- ☐ achitectural design
- ☒ all of the above
- ☐ electrical
- ☐ mechanical

Q32 accidents can be classified into how many major parts

- ☒ five
- ☐ two
- ☐ four
- ☐ none

Q33 burns and scald can be caused by the following except

- ☐ careless lighting of gas equipment
- ☒ presence of fire guards
- ☐ newspaper and clothing materials

- ☐ hot water

Q34 which of the following can prevent falls

- ☐ slippery surfaces
- ☐ missing tile
- ☐ maintenance
- ☐ loose edge

Q35 injury could be in form of

- ☐ fall
- ☐ cuts and abrasions
- ☐ burns
- ☐ all of the above

Q36 injury can be caused by

- ☐ poor guests
- ☐ mistakes
- ☐ mal-practices
- ☐ theft

Q37 guarantorship is a means of curbing

- ☐ theft
- ☐ corruption
- ☐ fire outbreak
- ☐ accident

Q38 theft can be minimized in hospitality industry by

- ☐ checking
- ☐ security personnel
- ☐ guarantorship
- ☐ all of the above

Q39 free girls can also be referred to as

- ☐ ronze girls
- ☐ call-girls
- ☐ cult-girls
- ☐ waiters

Q40 security problems in hotels include the following except

- ☐ theft
- ☐ fire outbreak
- ☐ free girls
- ☐ all of the above

Q41 bedlines comprises the following except

- ☐ blanket
- ☐ bedcover
- ☐ face towel
- ☐ napkin

Q42 people working in the front office are called

- ☐ waiters
- ☐ bartenders
- ☐ receptionist
- ☐ cleaners

Q43 which of the following is not a section in the front office

- ☐ bar
- ☐ telephone unit
- ☐ cashier unit
- ☐ lounge area

Q44 the front office of a hotel is also referred to as the

- ☐ kitchen
- ☐ reception
- ☐ bar
- ☐ book-keeping office

Q45 charity homes can also be called

- ☐ hospitals
- ☐ welfare homes
- ☐ handicap homes
- ☐ hostel

Q46 examples of non-commercial hospitality industry includes the following except

- ☐ hospitals
- ☐ government guest house
- ☐ university hall of residence
- ☐ all of the above

Q47 Abrasives can be used for cleaning

- ☐ sink
- ☐ all of the above
- ☐ frying pan
- ☐ toilet W/C

Q48 The following are cleaning agents except

- ☐ abrasives
- ☐ paraffin oil
- ☐ turpentine
- ☐ gasoline

Q49 stains can be removed by which of the following

- ☐ hot water and detergent
- ☐ bleach
- ☐ painting of whole stain area
- ☐ all of the above

Q50 dry or wet waste arising from dropping of waste paper and empty can is called

- ☐ debris

- ☐ stain
- ☐ dust
- ☐ spot

Q51 loose particles which are frequently air-borne and settle on an surface is called

- ☐ stains
- ☐ dirt
- ☐ dust
- ☐ debris

Q52 the more the furnishings of a hotel,

- ☐ the more the patronage
- ☐ the lesser the standard
- ☐ the more the food demand
- ☐ the lesser the tariff

Q53 a 50 - bedroom hotel can be considered

- ☐ big hotel
- ☐ small hotel
- ☐ medium size hotel
- ☐ none of the above

Q54 which of the following is not a type of air conditioners

- ☐ central ceiling
- ☐ window a.c unit
- ☐ split unit
- ☐ none of the above

Q55 bedlines comprises the following except

- ☐ blanket
- ☐ bedcover
- ☐ face towel
- ☐ napkin

Q56 one disadvantage of hard pillow is that

- ☐ it can cause neck strain
- ☐ it is expensive
- ☐ it is scarce
- ☐ it is non-durable

Q57 A characteristic of low density mattress is that it is

- ☐ made from plastic foam
- ☐ less expensive
- ☐ all of the above
- ☐ soft

Q58 high density mattress is made from

- ☐ wood foam
- ☐ plastic foam
- ☐ fabric foam

- ☐ rubber foam

Q59 compulsory facilities in a guest room are the following except

- ☐ bed
- ☐ mattress and pillow
- ☐ laptop
- ☐ wardrobe

Q60 Room services is beneficial to the hotel management because it serves as

- ☐ revenue
- ☐ entertainment
- ☐ fame
- ☐ comfort

Q61 The standard of an hotel determines

- ☐ type of services to offer
- ☐ type of staff
- ☐ number of guests
- ☐ status of manager

Q62 the last point to be considered when planning the layout of an hospitality industry is the

- ☐ land
- ☐ design
- ☐ capital
- ☐ government approval

Q63 the process of designing and maintaining hospitality industry to achieve productivity is called

- ☐ management
- ☐ maintenance
- ☐ administration
- ☐ accountability

Q64 infrastructural facilities includes the following except

- ☐ water supply
- ☐ good roads
- ☐ good food
- ☐ electric supply

Q65 Factors that should be considered when planning the lay-out of an industry are

- ☐ land
- ☐ location
- ☐ all of the above
- ☐ design

Q66 The standard of an hotel determines

- ☐ type of services to offer
- ☐ type of staff
- ☐ number of guests
- ☐ status of manager

Q67 premier hotel in Ibadan is an example of

- ☐ non-commercial hospitality
- ☐ sky-scraper hotel
- ☐ motel
- ☐ juvenile home

Q68 personnel department deals with

- ☐ staff matters
- ☐ staff welfare
- ☐ employment
- ☐ All of the above

Q69 which of these is not a notable department in hospital industry

- ☐ catering
- ☐ security
- ☐ personnel
- ☐ decoration

Q70 ECWA hospital egbe, kogi state is an example of

- ☐ hotel industry
- ☐ commercial hospitality
- ☐ health centre
- ☐ non-commercial hospitality

Q71 the importance of hotel industry are the following except

- ☐ skill acquisition
- ☐ employment
- ☐ second home
- ☐ national productivity

Q72 which of these is responsible for controlling, directing and supervising all departments

- ☐ administrative department
- ☐ book-keeping department
- ☐ managerial department
- ☐ none of the above

Q73 operation of each department on its own without checks and balances is called

- ☐ mal-functioning
- ☐ mal-administration
- ☐ mal-information
- ☐ mal-nutrition

Q74 information from the reception to the restaurant includes the following except

- ☐ type of menu required
- ☐ date of arrival and time
- ☐ name of guests
- ☐ number of guests

Q75 the financial backbone of any hotel or guest house is the

- ☐ house keeping department

- ☐ kitchen department
- ☐ accounting department
- ☐ none of the above

Q76 motels and guest houses can be considered as

- ☐ medium size hotel
- ☐ small size hotel
- ☐ luxury hotels
- ☐ none of the above

Q77 which of these is not a quality of a receptionist

- ☐ risk-taking
- ☐ attitude to guest
- ☐ appearance
- ☐ memory

Q78 the operational segments of an hotel industry depends on

- ☐ the reception
- ☐ the customer service
- ☐ the size
- ☐ All of the above

Q79 Hospitality management is involved in the following except

- ☐ planning,
- ☐ entertatining
- ☐ supervising
- ☐ cordinating

Q80 The history of hospitality could be traced to

- ☐ Domestic accomodation
- ☐ domestic hospitality
- ☐ domestic violence
- ☐ All of the above