

Introduction to the Hospitality Industry

Hospitality Management · Answer Key · 15 Questions

1. How does the Oxford English Dictionary define hospitality?

- A) The business of selling food
- B) The reception and entertainment of guests with goodwill**
- C) A type of tourism activity
- D) A system of hotel ratings

2. Which two distinct services primarily make up the hospitality industry?

- A) Transportation and Leisure
- B) Accommodation and Food & Beverage**
- C) Events and Attractions
- D) Marketing and Management

3. The hospitality industry is considered part of which larger group of economic activities?

- A) Agriculture
- B) Retail
- C) Tourism**
- D) Manufacturing

4. What is the primary purpose of a non-profit-making hospitality business?

- A) To maximize shareholder dividends
- B) To promote the welfare of its members**
- C) To compete with commercial chains
- D) To provide luxury services

5. What does the DOT Star Grading System in the Philippines evaluate?

- A) Hotel staff salary
- B) Accommodation standards**
- C) Marketing strategies
- D) Building age

6. Which star rating is described as offering world-class facilities and meticulous service?

- A) Three Star
- B) Four Star
- C) Five Star**
- D) Two Star

7. What is the main difference between a residential and a transient hotel?

- A) Location
- B) Price
- C) Expected length of stay**
- D) Number of employees

8. A hotel that specifically caters to traveling businesspeople is known as a:

- A) Resort Hotel
- B) Tourist Hotel
- C) Commercial Hotel**
- D) Self-catering Hotel

9. Where are resort hotels usually located?

- A) City centers
- B) Scenic spots**
- C) Industrial zones
- D) Suburban areas

10. What is a key characteristic of a self-catering hotel?

- A) Full room service
- B) Guests prepare their own food and clean their rooms**
- C) High-end dining facilities
- D) Located only in airports

11. Which type of hotel ownership involves a hotel being part of an international chain?

- A) Private
- B) Local group
- C) International group**
- D) Non-profit

12. Budget hotels are characterized by:

- A) Extensive luxury services
- B) Basic guestrooms with limited services**
- C) Only catering to business travelers
- D) Exclusive five-star amenities

13. What happens to excess income in a non-profit-making hospitality business?

- A) It is distributed to owners
- B) It is reinvested in the business**
- C) It is donated to the government
- D) It is spent on advertising

14. According to the text, what is an example of an institutional accommodation facility?

A) Luxury resort

B) Prison

C) Commercial restaurant

D) City hotel

15. Which of the following is NOT typically considered part of the tourism industry?

A) Transportation

B) Leisure activities

C) Food and beverage operations

D) Personal banking