

Hotel Organizational Design and Quality Management

Hospitality Management · Answer Key · 15 Questions

1. Which department is primarily responsible for managing a hotel's core product?

- A) Engineering
- B) Rooms Division**
- C) Accounting
- D) Human Resources

2. What is the main responsibility of the Engineering department?

- A) Recruitment
- B) Marketing
- C) Maintaining physical plant and mechanical equipment**
- D) Financial reporting

3. Which department is tasked with protecting the safety and security of guests and employees?

- A) Security**
- B) Sales and Marketing
- C) Human Resources
- D) Rooms Division

4. What is a key function of the Human Resources department?

- A) Maintaining elevators
- B) Compliance with labor regulations**
- C) Room service
- D) Financial reporting

5. Which department is responsible for creating customers and offering products people want?

- A) Accounting
- B) Food and Beverage
- C) Sales and Marketing**
- D) Security

6. Besides bookkeeping, what is a critical role of the Accounting department?

- A) Patrolling premises
- B) Advising on profitability and asset management**
- C) Recruitment
- D) Banquet service

7. How is quality service defined by Woods & King (2002)?

A) Consistently meeting and exceeding customer expectations

B) Maintaining low costs

C) Fast check-in times

D) Having the newest furniture

8. In which industry did the earliest quality management approaches originate?

A) Hospitality

B) Manufacturing

C) Retail

D) Tourism

9. What is the main drawback of the 'Quality Inspection' approach in hospitality?

A) It is too expensive

B) Faulty services are not always easy to rework

C) It ignores customer needs

D) It requires no standards

10. Which quality approach checks products against standards before they are released to guests?

A) Quality Control

B) Quality Assurance

C) Total Quality Management

D) Quality Inspection

11. What is the core focus of 'Quality Assurance'?

A) Detecting defects at the end

B) Designing quality into the process so faults cannot occur

C) Only training managers

D) Reducing staff wages

12. Which approach is fully directed toward customer satisfaction and eliminates hindrances to it?

A) Quality Inspection

B) Quality Control

C) Total Quality Management

D) Quality Assurance

13. What is the concept of 'internal customers' in a hotel?

- A) Guests who stay for long periods
- B) Employees who should be treated with satisfaction to improve performance**
- C) Management staff only
- D) Suppliers of hotel goods

14. What are the two aspects of utmost importance in a socially diverse environment?

- A) Speed and efficiency
- B) Respect and sensitivity**
- C) Profit and loss
- D) Cost and quality

15. How is 'sensitivity' defined in the context of a diverse workplace?

- A) Holding a person in high regard
- B) Being polite and courteous
- C) Accommodating special needs based on cultural background**
- D) Working faster than colleagues