

# Hotel Organizational Design and Quality Management

Hospitality Management · Practice Test · 15 Questions

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**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