Study Set

ESSAY QUESTIONS

Q1. What is GDS? Explain.

Q2. Explain the following terms –how would you use them in hospitality industry?

    a.   Social networking

    b.   LBS (location based services)

Q3. Name three important trends in hospitality technology and explain one of them in detail.

Q4. What types of IT do you think are required to successfully run the hotels?

Q4. What types of IT do you think are required to successfully run the restaurants?

Q5. What is CRM? How is CRM used to anticipate guests' needs?

Q6. Imagine you have just been promoted to general manager for a new hotel chain in Orlando, FL that targets business travelers for the convention center. You need to propose a list of guestroom technologies. Before your investor will give you the funds to install the guestroom technologies, you must explain to your investor the functionality and benefits of the technologies. What would you report?

Q7. What is business continuity plan? (please refer to chapter 5)

Q8. Compare different types of locking systems for hotels. (refer to chapter 6)

Which of the following is a part of restaurant management system?
I. Point-of-Sale Systems
II. Table Management Systems
III. Kitchen Display System
IV. Inventory Control System
a. I
b. I, II
c. I, II, III
d. I, II, III, IV

Which of the following is not a benefit of POS system?
a. Elimination of arithmetic errors
b. Improved guest check control
c. Increased average guest check

d. Increased late charges

POS terminal may consist of all of the following parts except:
a. keyboard
b. touch screen
c. fax server
d. magnetic stripe reader

Kitchen Display System:
I. Highlights alert orders in yellow or red to indicate an order has exceeded expected prep time
II. Calculates nutrition analysis of menu items
III. Monitors time to prepare
IV. Allows user to define preparation times
a. I
b. I, II
c. I, III, IV
d. I, II, III, IV

Which of the following is a function of table management software?
I. table reservation processing
II. table wait list management
III. table assignments and server balancing
IV. processing accounts payable for restaurant guests
a. I
b. I, II
c. I, II, III
d. I, II, III, IV
e. I, III

POS can be interfaced to:
I. accounting system
II. inventory control system
III. food cost software package
a. I
b. I, II, III
c. I, III
d. II

Which of the following is not an example to a report obtained by inventory control system?
a. inventory extension report
b. food waste report
c. reorder quantity report
d. purchased order

There is no "one-size fits all" solution in POS.
a. True
b. False

Restaurants with frequent menu changes would find which of the following easier to manage:
a. mouse
b. flat keyboard
c. elevated keyboard
d. touch screen

The selection team for POS system will include
I. Servers
II. Restaurant Shift leader
III. Front office manager
IV. Chef & Purchasing officer
a. I
b. I, II
c. I, II, III, IV
d. I, II, III

Computerized time-clock system records time in and time out for employees
a. True
b. False

Menu engineering is a menu management application for evaluating decisions regarding current and future menu pricing, design and contents.
a. True
b. False

 "Without a blueprint or plan for the future, picking technology is almost a shot in the dark"
a. True
b. False

Which of the following is a step in system selection?
a. Reviewing organizational needs
b. Evaluating current systems
c. Defining budget requirements
d. All of the above

17. Which of the following need "summarized information"?
a. Front-line employees
b. Lower management
c. Upper management
d. All of the above

Wendy, the Director of Sales at the Golden Resort, has just been appointed as the leader of a project team responsible for purchasing a new computer system for the resort. In preparing an agenda for the team's first meeting, which of the following areas should Wendy propose as the team's initial course of action?
a.   Schedule product demonstrations by vendors who have sold information systems to resorts in the area.

b. Collect sales literature about resort-specific computer systems.
c. **Analyze the current information needs of departments at the resort.**
d. Develop a request for proposal to send to vendors of resort-specific computer systems.

One benefit of handheld POS terminals is that it increases employee morale because tipping increases 15 to 20 percent.
a. True
b. False

Which of the following is a cause of system failure?
I. Operator Error
II. Hardware Failure
III. Power Problems
a. I
b. I, II
c. I, II, III
d. I, III

HVAC equipment adjusts the temperature and humidity in a hotel room.
a. True
b. False

Hotels should have a redundancy system for :
a. PMS
b. POS
c. Both PMS and POS
d. None of the above

Redundancy system means that you keep three copies of all software so if the current copy fails, the others kick in.
a. True
b. False

Power problems for a hotel PMS server can be protected by a surge protector.
a. True
b. False

System overload happens because of:
a. Lower CPU speed
b. Inadequate RAM
c. Slow mechanical components- Round per minute (hard drives)
d. File Fragmentation
e. All of the above

Hotels should back up their systems:
a. Once a week
b. Once a month
c. Once a day

d. Once a year

As part of the system selection process, buyers can collect vendor information from:
a. Hospitality Technology shows
b. Hospitality Technology magazines
c. Hospitality magazines
d. Vendors
e. All of the above

Hardware must be selected before software.
a. True
b. False

POS stands for:
a. Point of Selection
b. Point of System
c. Point of Sale
d. Pointless Service

Which of the following reports generated by a point-of-sale system would help managers determine responsibility for unsettled guest checks?
a. closed checks report
b. labor master report
c. outstanding checks report
d. sales analysis report

Which of the following is not a function of POS?
a. Timekeeping for front of the house staff
b. Guest-check settlement
c. Transmission of orders to the kitchen
d. Keeping track of food preparation time

POS can have only one way interface to PMS
a. True
b. False

Which of the following is a feature of electronic key locking systems?
I. Unique keys
II. Audit trail capability
III. Key code expiration
IV. Automated dead-bolt with "Do Not Disturb"

a. I, II, III
b. I, II, III, IV
c. I, II
d. I, II, IV
Which of the following is a method of wake-up systems in hotels?

I. Manual wake-up system by hotel operator
II. Automated wake-up system by phone
III. Automated wake-up system by interactive TV
IV. Alarm clock in room

a. I, II, III
b. I, II, IV
c. I, II
d. I, II, III, IV

Self check-in kiosks must be interfaced to:
      a. PMS
      b. POS
      c. CAS
      d. All of the above

In-room entertainment systems can offer:
      I. Wake-up call
      II. Electronic room keys
      III. On demand movies
      IV. High speed internet

a. I, II
b. I, III
c. III, IV
d. I, IV

Automated minibars works in the order of:
a. guest check-in/ PMS unlocks minibar/guest take item from minibar/minibar charges to folio/ guest settle the bill
b. guest reserves the room/PMS unlocks minibar/guest take item from minibar/minibar charges to folio
c. guest check-in/ PMS unlocks minibar/guest take item from minibar/minibar charges to folio/ guest settle the bill/ PMS locks the minibar

Automated minibars have a time limit before they post the cost of the item taken to the room folio. What is this time limit?
      a. 10 seconds
      b. 5 seconds
      c. 60 seconds
      d. determined by each hotel

Call accounting system has all the following functions except:
a. wake-up service
b. call rating
c. call routing
d. none of the above

Which of the following is an example to reports that can be obtained from call accounting system?
      I. Calls by department

II. Calls by extension

III. Detailed activity by user

a. I

b. I, II

c. I, II, III

d. I, III

Energy management system in a hotel room can control:

I. temperature

II. humidity

III. digital entertainment system

IV. automated minibars

a. I

b. I, II

c. I, II, III

d. III, IV

The main advantage of electronic guest room status system is that:

a. it keeps tracks of guest entrance to the room

b. it adjusts the room temperature

c. it adjusts the lights in the room

d. it provides information to housekeeping personnel when to make hotel rooms up.

Guestroom control module can have the following devices:

I. alarm clock

II. climate control

III. weather channel

IV. electronic locking system

V. room service

a. I

b. I, II, II, V

c. I, II, III

d. I, II, III, IV

LANs share:

I.   File

II.   Database

III.   Printer

IV.   Mouse

a.   I

b.   I, II

c.   I, II, III

d.   I, II, III, IV

Which of the following is an example to *network* operating system?

I. Unix
II. Linux
III. Novell
V. Windows XP Pro

a.   I.
b.   I, II
c.   I, II, III
d.   I, II, III, IV

Arrangement of workstations in a shared medium environment is called:
    a. hub
    b. switch
    c. server
    d. topology

Which of the following is a feature(s) of VoIP?
    I. VoIP is a telephone service
    II. VoIP is cheaper than traditional phone system
    III.VoIP carries human voice on Internet network
a.   I
b.   I, II
c.   I, II, III
d.   I, III

Which of the following room key is used in hotels extensively?
    a. mechanic
    b. hard wired
    c. stand-alone system
    d. none of the above

Automated minibars can generate the following reports:
    a. Items consumed from all hotel rooms
    b. Items consumed from a specific hotel room
    c. Items consumed from a specific hotel floor
    d. all of the above

What influences technology needs for hotels?
I. Department needs
II. The size of hotel doors
III. Service level and customer relationships
IV. Facility size and layout

a. I, II
b. I, III
c. I, III, IV

d. I, II, III, IV

Which of the following is a feature of reservation systems?
a. Selling group reservations
b. Displaying room availability and guest lists
c. Tracking advance deposits
d. All of the above

Which of the following is true about CRS?
a. Decentralize the reservation function
b. Centralizes marketing and sales efforts
c. All of the above
d. None of the above

Yield management rules can be established for:
a. overbooking
b. discount control
c. length of stay control
d. all of the above

Which of the following is the difference between a hub and a switch?
a.   hub is a repeater
b.   switch transfers data only to targeted computer (destination)
c.   switch is cheaper
d.   hub is more secure than switch
TRUE FALSE QUESTIONS
HTNG is a non-profit organization that aims to protect the rights of credit card holders.
a. True
b. False

Iris scan is a biometric method in electronic locking systems
a. True
b. False

Biometrics can not be used in hospitality industry
a. True
b. False

PBX manages telephone lines.
a. True
b. False

WAN stands for Wired Area Network
a. True
b. False

Wireless handhelds can be used to notify maintenance personnel and room attendants of tasks quickly.

a. True
b. False

Kitchen Display system can be used to measure the performance of chefs.
a. True
b. False

Table Management System can page guests directly.
a. True
b. False