Specialised Accommodation Management II

Item Text	Option Text 1	Option Text 2	Option Text 3	Option Text 4
_____is a document of a nature that specifies a specific procedure for the accomplishment of tasks.	Standard Operating Procedure	Job list	Job specification	Job analysis
Standard Operating Procedure comprises of following information such as _____	Job to be done	Procedure of work	Time Required	All of the above
Effective work practices at Front office department helps_____.	In knowing job well	Improves the efficiency of employees	Both 1&2	It demoralize the FO staff
What specify the allotment of jobs, and days off for each member?	Duty rota	Job assignment	Performace appraisal	Forcasting
The factors to be considered while calculating staff requirement _____	Size of Hotel	Occupancy rate	Quanity of work	All of the above
_____ study is the sequence of eliminating unwanted steps of work.	Motion	Time	Duty rora	Job list
A plan by which resources required to generate revenue are allocated is known as-	Task	Budget	Goal	List
Budget provides a _____ framework within which a departmetn operates.	Financial	Legal	Physical	Total
A typical example of capital expenditure_____.	Labour	Electricity	Transport	Equipment
The 3 R's of environmental conservation are_____.	Restore, Renovate, Reuse	Recycle, Restore, Renovate	Reduce, Reuse, Recycle	Reduce, Renovate, Reuse
Which of the following does not help in water conservation_____.	Rainwater harvesting	Recycling grey water	Laundry water going into the drainage	Sewage treatment plant
_____ is an example on non eco-friendly guest room supply.	Refillable shampoo dispensers	Wooden pencil	Paper doilies for glasses	Bio-degradable soaps & shampoos

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MIS stands for _____.	Managerial Information system	Material Information System	Management Information System	Material Indenting system
A _____ computer based management system used to manage guest bookings, online reservations, point of sales, telephone and other hotel amenities	POS	PMS	MIS	Revenue Management System
POS stands for_____.	Property Operating System	Point of System	Property Operating Survey	Point of Sale
ARR stands for_____.	Avarage room revenue	Avarage room rate	Avarage room record	Average room registrations
Rev PAR formula is _____.	Room revenue/ No. of rooms sold	Room revenue / No. of rooms occupied	Room revenue / No. of vacant rooms	Room revenue / No. of rooms available for sale
Yield management is based on	Demand	Supply	Demand & Supply	Revenue
_____ is the result of statisfying the basic needs of employee in terms of physicological and monetary requirement.	Motivation	Training	Performance appraisal	Communication
Which of the following is NOT method of motivating employee?	Recognition	Participation	Training	Too much work load