

Question 1

Why is it important to provide good filtration?

What will be an ideal response?
What is the difference between job descriptions and job specifications?

What will be an ideal response?
You are the general manager of a hotel. The Marketing and Sales departments are located in a suite containing several individual offices and some open, shared space.

The employees are constantly adjusting the thermostat up and down, because some of them are too cold and some are too hot. What is the likely cause of this problem? How would you solve it?
How is job enlargement different from job enrichment?

What will be an ideal response?
Package units in commercial buildings are also known as split systems. What makes them split?

What will be an ideal response?
How do the Hawthorne Effect and the Heisenberg Effect influence the productivity within our company?

What will be an ideal response?
Describe the most appropriate forms of complimentary for a situation.

What will be an ideal response?
How does job analysis differ from job design?

What will be an ideal response?
If PTAC's are not as energy-efficient as other types of heating and cooling systems, why are they the most popular type of HVAC system in North American hotels? Describe 4 advantages of PTAC's in detail.

What will be an ideal response?
White wine color ranges from green yellowstraw yellowgolden yellowamber and finally to brown.

- a. true
- b. false

Answer: <https://biology-forums.com/index.php?topic=1646458>

Question 2

Which of the following is an orange-flavored liqueur?

- a. Midori
- b. Cointreau
- c. Tia Maria

Answer: <https://biology-forums.com/index.php?topic=1492404>

Question 3

The name of the French chemist and biologist who made significant contributions to chemistry, medicine, and, indirectly, the food and beverage industry that have greatly benefited civilization.

- a. Albert Schmid
- b. Robert Mondavi
- c. Napoleon

d. Louis Pasteur

Answer: <https://biology-forums.com/index.php?topic=1492173>

Question 4

Write a job specification (list of requirements) for a director of facilities for a 100-room and a 500-room hotel. Compare and contrast the two specifications and discuss the differences with your fellow students.

What will be an ideal response?
If the in-house efforts to collect casino debts are unsuccessful, what options do they have?

- a. Report the player to the state gaming commission
- b. Hire private detectives to collect the debt
- c. Write off the debt
- d. Report it to a collection agency

e. c and d
In most facilities departments in non-hospitality buildings, the custodial function is part of the department's duties. However, in

hotels it is a separate department.

In fact, there may be two departments devoted to cleaning, a housekeeping department, and a public areas department that cleans offices, meeting and convention facilities, and lobbies. Why do you think this is the case? Support your opinion with examples.
Casino debts in this age group are given a lot of attention and collection of them are usually transferred from accounts receivable to the in-house collection department.

- a. 15 30 day group
- b. 30 60 day group
- c. 60 90 day group
- d. 90 120 day group

e. None of the above
Interview a department manager in a hotel and ask what type of interdepartmental task forces they have served on in their career; report to the class on your findings.

What will be an ideal response?
In extending credit to a player, TTO stands for:

- a. Timed Ticket Only
- b. This Ticket Only
- c. Twice Told Orders
- d. Times Two Only

e. This Trip Only
Even if an operation utilizes a perpetual inventory system, a complete physical inventory should still be conducted at least once per month.

a. true

b. false
Once all of the information is gathered, in most cases, a decision to award credit to a player is made jointly between. :

- a. The casino host department and the general manager
- b. The casino host department and the controller's office
- c. The human resources department and the controller's office
- d. The human resources department and the general manager

e. None of the above
Imagine you are the new general manager of a full service hotel and you are about to have your first meeting with your chief engineer.

Make a list of questions you would pose to the chief engineer at that meeting and explain why you have asked each question.
Breaking a case is when less than a standard case quantity is ordered.

- a. true
- b. false

Answer: <https://biology-forums.com/index.php?topic=1646468>

Question 5

Porters are darksubstantially malty ales with a complexity of roasted aromas and flavors. This style of Ale became popular in England, back in the eighteenth century.

- a. true
- b. false

Answer: <https://biology-forums.com/index.php?topic=1492434>

Question 6

Who generally authorizes a fill, beginning the control of a paper trail?

- a. The Pit Supervisor
- b. The Dealer
- c. The Surveillance Manager
- d. The General Manager

e. None of the above
The sugar used in the fermentation process comes from the:

- a. water
- b. malt
- c. bittering hops

d. finishing hops
Identify the six techniques for producing dessert wines?

What will be an ideal response?
A bank in a casino refers to:

- a. The total amount of money taken in by the casino that day
- b. The amount of cash in a pot during a card game
- c. The set amount of cash issued to employees who deal with the public
- d. The area where employees can go to get cash to pay winners

e. None of the above
Explain the process of removing the dead yeast cells from a bottle of Champagne?

What will be an ideal response?
What is the Triple Trinity of Marsala? This refers to three characteristics of

What will be an ideal response?
Blanc de Noir sparkling wine roughly translates to a white wine made from black grapes.

- a. true
- b. false
Madeira is considered one of the most indestructible of all wines.

- a. true
- b. false
Cash and credit card receipts that exceed the original bank amount are deposited with the actual bank.

Indicate whether the statement is true or false
Sherry with a healthy Flor development has a dark color with aromas and flavors of nuts and caramel.

- a. true
- b. false

Answer: <https://biology-forums.com/index.php?topic=1646478>

Question 7

Why did the legislature amend the ADA in 2008?

What will be an ideal response?
Why should hospitality companies be concerned with the Pregnancy Discrimination Act?

What will be an ideal response?
What type of toilet do you have in your home (or dormitory)? What type of toilet is in the public restroom in your school building? How do they work?

What will be an ideal response?
Casinos employ _____ in assessing player worth

- a. Gambling history
- b. The house odds
- c. The house advantage
- d. A lot of guess work
- e. None of the above
What are the principle roles of the EEOC?

What will be an ideal response?
Go to a local hotel or restaurant kitchen. Survey the kitchen to find possible areas where water is being wasted. What sorts of measures could be taken to improve water efficiency?

What will be an ideal response?
The worth of a player.

- a. Fluctuates wildly with their luck
- b. Remains constant
- c. Changes only slowly over time
- d. Both b and c
- e. None of the above
Yeast consumes sugar and produces alcohol and carbon monoxide.

- a. true
- b. false
How has the United States Supreme Court influenced employment standards?

What will be an ideal response?
Identify and describe six ways that you can conserve water in a hotel. There are infinite ways to conserve water in a hotel. Here are just a few:

What will be an ideal response?

Answer: <https://biology-forums.com/index.php?topic=1646464>

Question 8

Which of the following is NOT a Fino?

- a. Fino
- b. Manzanilla
- c. Amontillado
- d. Cream Sherry

Answer: <https://biology-forums.com/index.php?topic=1492605>

Question 9

A bar's cost of beverages sold for the month is 24,000 and its beverage sales for the same period is 95,000, what is the bar's beverage cost percent?

- a. 33
- b. 25
- c. 42
- d. 47

Answer: <https://biology-forums.com/index.php?topic=1492248>

Question 10

Which of the following is the most important for making wine?

- a. Vitis vinifera
- b. Vitis labrusca
- c. Vitis riparia
- d. Vitis Rotundifolia

Answer: <https://biology-forums.com/index.php?topic=1492887>

Question 11

This term is used to identify the customer's overall benefits gained through the use of the products and services offered by a particular type of operation.

- a. perceived value
- b. marketing
- c. sales
- d. positive word-of-mouth

Answer: <https://biology-forums.com/index.php?topic=1492185>

Question 12

The first step of the four-step control process is to

- a. monitor employee performance.
- b. coach performance.
- c. train employees.
- d. create standards and procedures.

Answer: <https://biology-forums.com/index.php?topic=1492241>

Question 13

This term identifies a form of communication intended to persuade or remind a potential customer to frequent and/or purchase certain products.

- a. marketing
- b. advertising
- c. strategic planning

- d. selling

Answer: <https://biology-forums.com/index.php?topic=1492183>

Question 14

Markers remain a balance sheet item unless it is uncollectable,

then it is designated as a bad debt.

Indicate whether the statement is true or false
Describe how a hydraulic elevator operates, including the function of the piston and cylinder.

What will be an ideal response?
What are the advantages and disadvantages to internal recruiting? To external recruiting?

What will be an ideal response?
The players who gamble small amounts of money in a casino are generally referred to as:

- a. Grind players
- b. Low limit players
- c. High limit players
- d. Short term players
- e. None of the above

True and False Questions
List the products of combustion and explain why they can be so deadly.

What will be an ideal response?
Why is the people plan so important to companies?

What will be an ideal response?
Residual sugar (RS) in a drink can temper a moderately spicy food.

- a. true
- b. false
Describe the elements of a competent emergency action plan.

What will be an ideal response?
A reduction in comp expense means a reduction in.

- a. profit for those departments providing complimentarys
- b. supervisors for those departments providing complimentarys
- c. revenue for those departments providing complimentarys
- d. employees for those departments providing complimentarys

e. None of the above
Generally, a drink's body should parallel that of the progression of the meal.

- a. true
- b. false

Answer: <https://biology-forums.com/index.php?topic=1646454>

Question 15

List the type of security systems the engineering department might have to maintain.

What will be an ideal response?
A way that the beverage manager can control comps is by :

- a. requesting the beverage department modify the drink rounds
- b. restricting all discretionary comps
- c. requesting that the beverage department slow down service
- d. requesting that the beverage department increase rounds in the high limit slot areas and reduce rounds in the low limit areas
- e. All of the above
This additional pairing consideration applies to or pertains to an accompanying drink paired with a food to the appropriateness of a time of year.

- a. Occasion
- b. Mood
- c. Seasonality

d. Answers a and b
How does seasonality influence our labor applicant pool?

What will be an ideal response?
What are the basic steps in the recruitment process?

What will be an ideal response?
MTD figures in financial statements or daily reports refer to:

- a. Method total dollar figures
 - b. Monthly term data figures
 - c. Month to date figures
 - d. Mixed total dollar figures
 - e. None of the above
- Explain the benefits of a card entry system over the hard key method traditionally employed.

What will be an ideal response?
How do KSAs impact the hiring decision?

What will be an ideal response?
A factor that can influence a food's weight and body is

- a. the cooking method.
 - b. the sauce.
 - c. the other ingredients (seasonings).
 - d. all of the above.
- e. only answers a and b.
- In general, as revenue increases, comp expenses
- a. increases
 - b. decreases
 - c. stays the same
 - d. There is no relationship between them
 - e. They are the same concept

Answer: <https://biology-forums.com/index.php?topic=1646455>

Question 16

Most Champagne does not indicate a vintage date on the label.

- a. true
- b. false

Answer: <https://biology-forums.com/index.php?topic=1492591>