

## Hospitality Core Units Revision Quiz

### Chapter 1. Hospitality Industry Knowledge

1. What are some of the predictions for the Tourism Industry in the next several years?

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2. The business of tourism is made up of many different types of organisations, providing a wide range of services and products. List 6 types of businesses that make up the tourism industry.

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3. List 10 main characteristics of the Tourism Industry.

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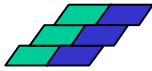
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4. Describe the Tourism/Hospitality relationship.

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5. List the five factors that influence hospitality operations.

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6. List six services provided by the hospitality industry.

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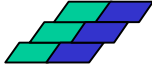
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Chapter 2 Working with Customers and Colleagues

1. Outline the difference between an internal customer and an external customer.

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2. List 6 needs and expectations of customers.

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3. List 5 formal and 5 informal methods of updating product and service knowledge.

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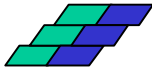
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4. List the elements of Proactive Customer Service.

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5. List 7 interpersonal skills required of a service provider.

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6. List the 7 features of good communication.

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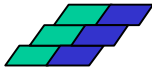
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7. List 5 internal barriers to communication.

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8. List the 5 knowledge and skills areas that a service provider must have.

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9. List the 7 steps in handling a complaint.

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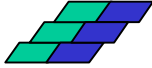
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10. List the 7 key elements required for team success.

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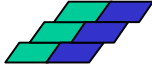
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### Chapter 3 – Hospitality as a Socially Diverse Environment

1. List 7 elements that can up a culture.

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2. What are the three dimensions of the Commonwealth’s multicultural policy?

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3. List the benefits of cross-cultural relationships to the Tourism Industry.

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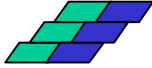
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4. List the elements of cultural diversity.

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5. List 6 reasons why multicultural misunderstandings occur.

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6. List 5 strategies that an organisation can use to promote cultural relations.

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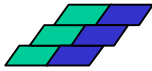
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Chapter 4 – Hospitality Health, Safety and Security Procedures

1. What is the purpose or object of Occupational Health and Safety in the workplace.

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2. What responsibilities do employees have in maintaining a healthy and safe workplace?

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3. List 5 most common contributing factors for accidents.

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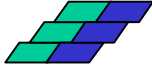
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4. List 7 direct costs of workplace illness and injury.

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5. List 7 indirect costs of workplace illness and injury.

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6. List the categories of workplace hazards.

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7. What types of emergencies require an emergency procedure?

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8. List the areas where security procedures are required.

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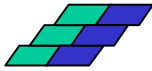
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## Chapter 5. Workplace Hygiene

1. What roles or authority do health inspectors have in ensuring workplaces' comply with hygiene laws?

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2. What obligations do workplaces have under hygiene laws?

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3. Why is it important to maintain an hygienic workplace?

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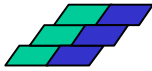
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4. Explain the term 'environmental hygiene'.

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5. Explain the term 'personal hygiene'.

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6. What is the difference between cleaning and sanitizing?

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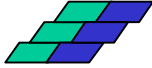
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7. List 5 types of micro-organisms that cause food spoilage.

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8. List 5 symptoms of food poisoning.

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9. Why is it important that food is received and stored appropriately?

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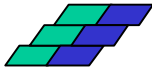
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10. List 5 guidelines that a food premises should consider to prevent spoilage of food from pests.

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