

Career Opportunities in the Hospitality Industry

End of topic
test

Name: _____

1. Hotels have various departments. Write down two different job titles for each department in the table below.

| Department | Job Title |
|--------------------------|----------------------------|
| Food and Beverage | 1. _____(1) 2. _____(1) |
| Front Office | 1. _____(1) 2. _____(1) |
| Accommodation | 1. _____(1) 2. _____(1) |
| Administration | 1. _____(1) 2. _____(1) |

8 marks

2. Write down two departments a porter would work closely with.

1. _____
2. _____

2 marks

3. Emma is looking for a job as a hotel receptionist. Write down **three** different sources where Emma could find information about job vacancies in a local hotel.

1. _____
2. _____
3. _____

3 marks

4. Explain **two** personal qualities required to be an effective hotel receptionist.

1. _____

2. _____

4 marks

5. Write down two main duties that could be listed on a job description for a hotel receptionist.

1. _____

2. _____

2 marks

6. A local hotel has recently employed a new kitchen manager. Explain three qualities required to be a successful kitchen manager.

1. _____

2. _____

3. _____

6 marks

7. Write down two main duties that could be listed in the job description for a restaurant manager.

1. _____

2. _____

2 marks

8. Explain two personal qualities a restaurant manager should have.

- 1. _____

- 2. _____

4 Marks

9. The Head Housekeeper is a key member of the hotel management team. Explain two duties of their job which contribute to the smooth running of the hotel.

- 1. _____

- 2. _____

4 marks

10. Read the job advertisement below.

Grange Park Hotel

The Grange Park Hotel currently require the following staff:

Receptionist

Required to work 7am-3pm or 3pm-11pm (5 days out of 7 on a rota basis). The successful candidate must have previous experience as a hotel receptionist, be well presented and demonstrate excellent communication skills.

Reservations Assistant

Working in our reservations office taking bedroom reservations for the hotel. The successful candidate must have previous hotel reservations/reception experience and excellent communication skills. Hours of work between 8am-6pm Mon-Fri (40 hrs).

Please telephone 028 9078 9888 to request an application form or apply on-line at www.grangeparkhotel.co.uk

The closing date for receipt of completed applications is Friday 19th October 2018.

We are an Equal Opportunities Employer.

a) Write down three requirements an applicant must have for the post of Receptionist.

- 1. _____

- 2. _____

- 3. _____

3 marks

b) Explain why a Receptionist may be required to work either from 7am-3pm or 3pm-11pm.

2 marks

c) Explain why a Reservations Assistant should have excellent communication skills.

2 marks