

### ASSESSMENT # 3

Total Marks: 30

1. Give short answers to the following questions: (14)
  - i. Outline the main duties and responsibilities of housekeeping managers and floor supervisors.
  - ii. Describe the main functions of the housekeeping staff.
  - iii. How does the housekeeping department manage the amenities?
  - iv. Make a list of the typical amenities of a hotel.
  - v. What are security staff responsible for?
  - vi. What is the importance of security services in hotels?
  - vii. Can security services be outsourced? If so, what is the difference between in-house and outsourced security services?
  
2. What type of security services do guests expect at hotels? (6)

### Certifications for Professional Development

Collect advertisements of leading travel agencies promoting tourist destinations. Prepare a list of tourist attractions at some of the leading tourist destinations and try to rate them according to the facilities provided for the customers. (10)