

ASSESSMENT # 2

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)

Activity

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)