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Question: 1

Johanna was recently hired as the executive housekeeper of the 500-room Sun Resort Hotel. After reviewing personnel records, she discovered that the housekeeping department has been experiencing a low rate of retention. She interviewed several of her current room attendants asking them about the reasons behind the turnover. She learned several things including that many of the people who left were frustrated about always having to work weekends and not knowing what their schedule would be until the day before they worked. Some of this was due to the fluctuating occupancy that the property experiences because of the high rate of walk-in guests. What is something that Johanna could do to address these problems and increase retention rates?

- A. Recruit for employees through help wanted notices in grocery stores, laundromats, and churches.
- B. Design schedules that allow employees to take alternating weekends off.
- C. Offer a better benefits package.
- D. Contact government agencies through phone calls, personal visits, and faxing of hotel job openings.

Answer: A

Question: 2

What is the first step in the pre-recruitment process?

- A. defining job requirements
- B. determining where to recruit
- C. selecting recruitment strategies
- D. evaluating recruiting methods

Answer: B

Question: 3

What type of recruiting is taking place when an organization posts a position and employees sign a list indicating that they are interested in applying for it?

- A. External recruiting

- B. Employee referral programs
- C. Job bidding
- D. Telerecruiting

Answer: D

Question: 4

If an interviewer decides not to plan any questions in advance and directs the interview in whatever direction seems appropriate at the time, what kind of interview is he or she conducting?

- A. unstructured
- B. situational
- C. behavioral description
- D. semi-structured

Answer: D

Question: 5

What is an example of a rapport-building interview question?

- A. What are the early morning priorities for a guest service representative?
- B. How do you operate as a team player?
- C. In what ways do you expect your next job to differ from your present or last job?
- D. What three words best describe you?

Answer: C

Question: 6

One of the challenges that June Snow faced as the new executive housekeeper at the Sun and Fun Resort was to establish a formal training program that would raise the performance standards of the housekeeping department. Her first step was to develop a job list and job breakdowns for room attendants. Which of the following best describes June's actions?

- A. conducting a training needs assessment
- B. establishing systematic cross-training
- C. conducting a job analysis

D. recreating job descriptions

Answer: D

Question: 7

Which of the following is the correct sequence of the four-step training method?

- A. prepare to train, practice, present the training, follow up.
- B. prepare to train, follow up, present the training, practice.
- C. prepare to train, present the training, practice, follow up.
- D. practice, prepare to train, present the training, follow up.

Answer: C

Question: 8

Positions that are usually scheduled to work regardless of the occupancy level of the hotel are called:

- A. compressed staff positions
- B. variable staff positions
- C. shared staff positions
- D. fixed staff positions

Answer: C

Question: 9

Which of the following focuses on an employee's job performance and outlines steps the employee can take to improve job skills and performance?

- A. job analysis
- B. performance appraisal
- C. referral program
- D. incentive program

Answer: C

Question: 10

Which of the following items are part of a non-recycled inventory managed by the housekeeping department?

- A. linens
- B. uniforms
- C. cleaning supplies
- D. guestroom alarm clocks

Answer: C