

Section A.

Part 1. Front Off. & Customer Care

1. Customer Care : is the way or process of paying attention to the customers in order to satisfy their needs

* Is a friendly treatment of customers in order to satisfy their needs

2. Front office : is a department of any establishment which is in direct contact with the guests/customers

or
is a department in a hotel which includes different sections like reception, reservation, mail and information, night auditing, billing etc

3. Hotel : is an establishment that provides accommodation and food and beverages and other services to customers for payment.

4. The departments of a high standard hotel:

- 1 - Front office
- 1 - House keeping
- 1 - Maintenance / Engineering
- 1 - F & B
- Sales and marketing
- Finance / Control / Accounting
- Human resource management
- Security
- Banqueting

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5. Types of Hotel by location :

- ↳ Down town hotel
- ↳ Inns hotel
- ↳ Hotel
- ↳ Suburban hotel
- ↳ ~~Country~~ Country hotel
- ↳ Resort hotel
- ↳ Air port hotel
- ↳ Guest houses
- ↳ Lodges

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6. Services of back office

- ↳ House keeping services
- ↳ Accommodation / lodge service
- ↳ Laundry
- ↳ Kitchen
- ↳ Maintenance
- ↳ Accounting

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7. a) Reservation is a mutual agreement between guest and reception agent made in advance to get any service or product.

* Is a process by which product or service are kept for a guest in advance.

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b) Methods of reservation

- o Direct reservation (walk in) / Personal reservation
- o Indirect reservation (Based on intermediaries)
 - Telephone
 - Internet
 - Letter
 - Telex etc.
 - Fax

8. Objectives of new forms of management

- To provide quick³ service at low price

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9. Techniques for exceeding customers expectation:

- To provide quick service
- Good listening to customer
- Apply empathy / friendliness
 - Respect to the guest
 - Personalization of customer when delivering service
 - Show your interest to customer
 - Make him feel at home
 - Customer complaints resolution promptly
 - Good service

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Part 2. Housekeeping

10. Cleaning: is a process of removing¹ dirt and dust¹ on the surface.

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11. The role of abrasive: To remove¹ dirt by scratching / rubbing¹ action.

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12. Reasons of regularly cleaning:

- Hygienic purpose
- Preserving material
- Improving appearance
- Look smart in front of people
- Killing / Avoiding microbes
- Avoid bad odour.

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

13. Factors to consider when choosing cleaning agents:

- Type of soiling
- Type of use
- Composition of products / agents
- Possible damage to the surface
- Toxic or irritating to the skin
- Smell
- Packaging
- Cost
- Storage
- Deterioration

14. Manual equipments:

- 0.5 - Brushes
- 0.5 - Mops
- 0.5 - Dusters
- 0.5 - Dust pan
- 0.5 - Dust bin
- 0.5 - Brooms
- Abrasives
- Polish applicator trays

15. Laundry Symbols:

- a) : Dry¹ cleaning with white¹ spirits / Perchloroethylene.
- b) : Bleaching¹
- c) : Washing¹

16. Cleaning steps:

- Stain removal
- Washing
- Dry cleaning (ironing or pressing)

or

- Sorting
- Soaking
- Pre-rinsing (wringing)
- Boiling
- Washing
- Blanching/whitening/laundering
- Blue Rinsing
- Blueing / Azurage
- Starching
- Drying

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17. Categories of stain removal

- Organic solvent
- Bleaches
- Acids
- Alkalies
- Enzyme
- Adsorbant (Powders) (Agglutinant)
- Absorbant
- Fat

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18. Advantages of using reservation form:

- To provide a permanent record
- To summarize information in standard format
- To act as a prompt sheet
- To help to collect information
- To help management to find out who handled a booking
- To provide a running check on process
- Easy to fill
- Act as source of document

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19. Types of hotels according to the number of rooms:

- Small hotel: 1-25
- Medium hotels: 26-99
- Large hotels: 100-300
- Very large hotels: 301-above
- ↳ Major hotel

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20. Procedures for removal of blood stain:

- Dissolve the stain with water
- Wash with soapy water
- Rinse
- ▲ Use bleache in case of old blood stain

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21. Importance of the housekeeping department:

- Cleanliness
- Bed making
- Ensuring maintenance of building
- Laundry
- Linen management
- Key control
- Safety and security of the guests
- Interior decoration
- Pest control

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22. The properties of a good detergent:

- A good suspending power ^{to prevent spilling} of dirt
- Not harm to the skin (Not toxic)
- Good to enable dirt to be loosened
- Good wetting power
- Good emulsifying power
- No solid substances when dissolving
- Pleasant smell

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23. Process for daily cleaning of an occupied room.

- Open window
- Strip the bed
- Emptying wast paper basket and generally tidy room.
- Attend to wash basin, fold towels and check for soap
- Make bed
- Adjust window, all furniture
- Mop surrounds, survey room and close door.

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24. Roles of these agents:

a) Bleaches:

- To whiten the clothes & linen
- To remove stains
- To disinfect and kill microbes
- To purify linen
- To remove avoid unpleasant smell
- To improve visual appearance

b) Ammoniac: - Remove fat stains
- To kill microbes / Disinfect

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- c) ~~X~~ Polishes: - To shine
- To provide smooth surface
- Material preservation

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- ~~X~~ d) organic solvent: - Remove stains (fat)
- Remove unpleasant smell.

Section C

25.a) Criteria for tourism restaurant classification:

- Location
- Type of customers
- Type of services / facilities
- Kitchen style
- Equipment
- Size
- Reception capacity
- Number of staff
- Staff qualification

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b) Hotel classification

- + Target market / types of customers
- Location
- Facilities offered
- Length of stay
- Type of plan / Boards
- Size / Number of rooms
- Standard / quality of service

c) Elements a guest needs to know in hotel:

- 5 All information about hotel should be considered (5 elements please)

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26. a) Objectives of a Tourism Restaurant :
is to maintain the prestige¹ of
french² gastronomy while giving
customers the guarantee¹ of hospitality
and low¹ price. (5)

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b) Tourism restaurant classification :

- location
- Types of customers
- Service level (5)
- Type of staff
- kitchen style

c) Barriers to excellent customer service :

- Laziness
- Poor communication
- Poor time management
- Attitude
- lack of adequate training
- inability to handle stress (5)
- Insufficient authority
- Inadequate staff
- Pressure of work
- Personal problems
- Using inadequate equipment
- lack of commitment at work
- lack of team spirit
- Poor management

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27a) Traditional forms of management:

1) Independent restaurants: are found out of hotel.

2) Classic restaurants: Receive everybody, anytime.

3) Family restaurants: frequented by regularity of the same families.

4) Hotel restaurants: Serve especially customers during their stay.

5) Dietary restaurant: It accumulates the customers with special health meal or patient.

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6) Tourism restaurant: Created in 1940 by professionals qualified in accordance with the official tourism. Their objective is to maintain quick service of food at low price.

b) Role of F.O Staff

- To coordinate guest service
- To provide information
- To sell guest room
- To register guest
- To design guest rooms
- To maintain accurate room statistic
- To maintain room key inventories
- To maintain guest account statement
- To complete proper financial settlement

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