Hospitality FCSA Study Guide 2018

- POS System
- Computer, cash drawer, receipt printer, and debit/credit card reader
- Major Segments of travel Business
  - Leisure
  - Commercial Food Service
    - Quick Service
    - Full Service
    - Catering
    - Hotel and Club
  - Bed and Breakfast
    - Home-Cooked Meal
    - Opportunity to meet new people
- How to deal with complaints
- Food Presentation
  - Art
  - Plating
  - Portion Control
- Manager's Job
  - Sanitation Issues
  - Employee Training
  - Employee Scheduling
- Banquet Manager's Job
  - Must have enough workers
  - If there are not enough workers present, they must hire temporary or full-time employees.
- Ecotourism
  - Based on observing and preserving the natural environment and culture of a destination area.
- Host or Hostess job
- Menu Pricing
  - A la carte
  - Table d'hôte
  - Combination
- Seated Service
- Buffet
- Over-the-counter Cafeteria
- Banquet Services
- Passed-items function
  - Seated banquet
- Seated buffet
- Standing buffet
- Back-of-the-House Employees
- Referral group is formed of independent hotels that create a central office for reservations
- Modified American plan
- Customer feedback is to provide managers with ideas of how to improve customer satisfaction.
- Quality Service characteristics
- Lodging Businesses
  - Full-service Hotels
  - Limited-service Hotels
  - Specialty Accommodations
- USTA - promotes travel within the U.S.
- Trends
- In-house services for conferences and events
- An example of ME&I travel... what does ME&I stand for?
- Customer service trends for various consumers
- Styles of Service
  - American
  - French
  - Russian
- Bus lines practice frequently to give passengers choice of times on their route.
- Travel agencies that belong to chains are able to offer good prices because of economy of sale.
- Managers need skills such as...?
- Border Crossing
  - Travelers and goods are inspected
- Full service Hotels (higher prices)
- General Manager
  - Responsible for the health and safety of all guest
- Hospitality Industry
  - Provides millions of jobs
  - Huge impact on the economy
- Offering limited safety procedures for children does not meet the needs of travelers with special needs
- Restrooms and restaurants should be checked every 30 minutes
- Standardized Recipes
- Portion sizes