

## CHAPTER 1

### THE ROLE, COST, AND MANAGEMENT OF HOSPITALITY FACILITIES

#### CHAPTER 1 MULTIPLE CHOICE

1. Which of the following elements is *not* a way by which a hospitality facility creates a visible, marketable identity for its products?
  - a. the style of signage
  - b. the maintenance of back-of-house areas
  - c. a distinctive color scheme used in interior or exterior design
  - d. the characteristic appearance of the building itself

**Answer: b**

2. The two primary facility-related operating expenses for a hospitality business are:
  - a. land and insurance.
  - b. financing fees and professional fees.
  - c. accounting services and legal services.
  - d. property operation and maintenance (POM) and utilities.

**Answer: d**

3. Budgetary responsibility for the POM and utilities expenditures belongs to which of the following departments?
  - a. security
  - b. Accounting
  - c. engineering
  - d. rooms

**Answer: c**

4. The major element of the utilities expenditure is:
  - a. fuel (gas, oil, propane).
  - b. electricity.
  - c. steam.
  - d. water and wastewater.

**Answer: b**

5. Which of the following statements regarding a building's initial construction and ongoing maintenance costs is *true*?
- There is little correlation between a building's initial construction cost and its ongoing maintenance costs.
  - One advantage of higher initial construction cost is that it generally reduces ongoing maintenance costs.
  - The more a building costs initially to construct, the more it generally costs to maintain it.
  - None of the above is true.

**Answer: c**

6. Which of the following is *not* a CapEx item?
- replacement and refurbishment of FF&E
  - structural changes made to meet the regulatory requirements of the Americans with Disabilities Act
  - telecommunications trunk line charges
  - renovations of building components

**Answer: c**

7. Which of the following is a consideration when determining whether to repair or replace a piece of equipment?
- the age of the equipment
  - the availability of parts
  - the effects of repair on equipment efficiency
  - all of the above

**Answer: d**

8. Which of the following series best describes the order of priority a facilities manager should establish when approaching a maintenance or repair task?
- (1) safety, (2) legality, (3) service
  - (1) legality, (2) safety, (3) service
  - (1) service, (2) legality, (3) safety
  - (1) safety, (2) service, (3) legality

**Answer: a**

9. Which of the following expense items is *not* covered by replacement reserve funds?
- a. FF&E
  - b. building expansion
  - c. building repair
  - d. emergency services

**Answer: b**

10. Functions for which the facilities manager has responsibility include all but which of the following?
- a. contractual and regulatory compliance
  - b. parts inventory and control
  - c. emergency planning and response
  - d. housekeeping services

**Answer: d**

## CHAPTER 2

### THE ROLE, COST, AND MANAGEMENT OF HOSPITALITY FACILITIES

#### CHAPTER 2 MULTIPLE CHOICE

1. Maintenance that pertains to the general upkeep of the property, recurs on a regular basis, and requires minimal training is referred to as:
  - a. emergency or breakdown maintenance.
  - b. routine maintenance.
  - c. preventive maintenance.
  - d. predictive maintenance.

**Answer: b**

2. Which of the following types of maintenance has an immediate revenue effect?
  - a. predictive maintenance
  - b. preventive maintenance
  - c. emergency or breakdown maintenance
  - d. routine maintenance

**Answer: c**

3. Maintenance that includes preparing equipment for changes in the seasons is called:
  - a. scheduled maintenance.
  - b. preventive maintenance.
  - c. routine maintenance.
  - d. predictive maintenance.

**Answer: a**

4. A form used for all major pieces of equipment to record important maintenance information is called a:
  - a. material safety data sheet.
  - b. room data card.
  - c. rooms checklist.

d. equipment data card.

**Answer: d**

5. A room data card typically includes all of the following components except:
- a. a detailed outline of the process to follow for requisitioning any new room furniture, fixtures, or equipment.
  - b. space for scheduling and verifying the preventive maintenance dates for the room.
  - c. information about the major HVAC and electrical services in a room.
  - d. some equipment warranty information.

**Answer: a**

6. Material safety data sheets (MSDSs):
- a. inform employees about potentially hazardous materials used in the workplace and explain how to work with these materials.
  - b. do not tell employees any procedures to follow in case of an accident.
  - c. are written and supplied to hospitality organizations by the U.S. government.
  - d. explain where in the hospitality facility an employee can find training manuals and videotapes that show how equipment can be repaired safely.

**Answer: a**

7. Which of the following statements about emergency and breakdown maintenance is *true*?
- a. An effective maintenance management system greatly reduces the need for emergency maintenance.
  - b. Even the best ongoing maintenance possible will not eliminate all emergency maintenance needs.
  - c. Emergency and breakdown maintenance tends to be quite costly.
  - d. All of the above.

**Answer: d**

8. All of the following provisions are normally included in a maintenance contract *except*:
- a. a schedule of frequency of work and specific duties.
  - b. a cancellation clause.
  - c. specific fees for the work to be done.