

Family and Consumer Sciences Assessments (FCSA)

Hospitality Study Guide

- Hospitality Industry
 - Provides millions of jobs
 - Huge impact on the economy
- Leisure
- Ecotourism
 - Based on observing and preserving the natural environment and culture of a destination area.
- Major Segments of travel Business
- POS System
 - Computer
 - cash drawer
 - receipt printer
 - Debit/credit card reader
- Seated Service
- Buffet Service
- Banquet Services
- Over-the-counter Cafeteria Service
- 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

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- Food Presentation
 - Art
 - Plating
 - Portion Control
- Management Job Responsibilities & Skills
 - Sanitation Issues
 - Employee Training
 - Employee Scheduling
- Banquet Manager Job Responsibilities & Skills
 - Must have enough workers
 - If there are not enough workers present, they must hire temporary or full-time employees.
- General Manager Job Responsibilities & Skills
 - Responsible for the health and safety of all guests
- Host or Hostess Job Responsibilities
- Back-of-the-House Job Responsibilities & Skills
- Menu Pricing
 - A la carte
 - Table d'hôte
 - Combination
- Passed-items function
 - Seated banquet
 - Seated buffet
 - Standing buffet
- 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.

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- 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
- What is M&IE and provide example
- 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 can offer good prices because of economy of sale.
- Border Crossing
 - Travelers and goods are inspected
- Full-service Hotels (higher prices)
- 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