

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