Introduction to Careers in Hospitality and Tourism

Unit 5 - Divisions within a Hotel

**Summative Assessment Scoring Guide**

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Fill in the blank indicating T if the statement is true or F if the statement is false.

1. T In most hotels, the rooms division is the major division and the central reason for the property to exist.

*This statement is true.*

2. F Most often in the case of small motels, the food and beverage division may produce the same or even more revenue than the rooms division.

*This statement is false. In a few hotels, most often resorts and convention properties with extensive banquet sales, the food and beverage division may produce the same or even more revenue than the rooms division.*

3. T The marketing division is considered a cost center.

*This statement is true.*

4. T One of the missions of the marketing division is to persuade prospects to become guests.

*This statement is true*.

5. F Positions in the marketing division include the restaurant host or hostess.

*This statement is false. Positions in the marketing division include Director of marketing and sales, sales manager, director of advertising and public relations, convention sales manager, tour and travel sales people, national accounts salespeople, group salespeople.*

6. T The food and beverage division is considered a revenue center.

*This statement is true.*

7. T Taking care of the hotel’s physical plan and controlling energy costs are the responsibilities of the engineering division.

*This statement is true.*

8. F The accounting division is responsible for keeping the property comfortable.

*This statement is false. The engineering division is responsible for keeping the property comfortable.*

9. F The human resources division controls costs in all areas of the hotel.

*This statement is false. The accounting division controls costs in all areas of the hotel.*

10. T The head of the security division may be called the chief of security and usually has an extensive background in law enforcement.

*This statement is true.*