

1. Give short answers for the following questions: (14)
 - i. Outline the main duties and responsibilities of housekeeping managers and floor supervisors.
 - ii. Describe the main functions of the housekeeping staff.
 - iii. How does the housekeeping department manage the amenities?
 - iv. Make a list of the typical amenities of a hotel.
 - v. What is security staff responsible for?
 - vi. What is the importance of security services in hotels?
 - vii. Can security services be outsourced? If so, what is the difference between in house and outsourced security services?
2. Which type of security services do guests expect at hotels? (6)

Activity

Collect advertisements of leading travel agencies promoting tourist destinations. Prepare a list of tourist attractions at some of the leading tourist destinations and try to rate them according to the facilities provided for the customers. (10)