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Search:

☐	Question Type	Question	A	B	C	D	Answer	Remark
☐	FBQ	loose particles whhich are frequently air borne and settles on any surface is called	dust					eExam
☐	FBQ	carpeting of a room adds glamour to the furnishing and improves internal decoration.	wall to wall					eExam
☐	FBQ	motivation can be grouped into three namely	renumeration and allowances and benefits					eExam
☐	FBQ	is an additional provision aded to the staff salary to supplement his basic salary.	allowance					eExam
☐	FBQ	the profit margin declared can influence the amount of	salary					eExam
☐	FBQ	salary and wages are examples of	renumeration					eExam
☐	FBQ	career development is a way of	motivating					eExam
☐	FBQ	one major strategy an employer needs to encourage staff to put in extra effort is known as	motivation					eExam
☐	FBQ	staff uniform and staff canteens are examples of	staff welfare package					eExam

☐								
☐	FBQ	the rate of employment, re-employment, replacement and termination of staff is called 	staff turnover					eExam
☐	FBQ	 is the total responsibility of the management towards their staff to ensure a conducive environment	staff welfare					eExam
☐	FBQ	fire burns through three processes namely 	fuel and air and heat					eExam
☐	FBQ	un-expected circumstantial happening resulting to injury, pain and discomfort is called 	accident					eExam
☐	FBQ	during a fire accident, if there is no air, burning will 	extinguish					eExam
☐	FBQ	fire brigade services number is usually 	999					eExam
☐	FBQ	smothering is a way of removing 	air					eExam
☐	FBQ	combustion of flammable items leads to 	fire accident					eExam
☐	FBQ	architectural mistakes can also be referred to as mistake	human installation					eExam
☐	FBQ	 and are injury received from unexpected contact with sharp objects	cuts, abrasions					eExam
☐	FBQ	 is a sudden going down on the floor when the body collapse unexpectedly	fall					eExam
☐	FBQ	the major cause of any injury can be summarily called 	mistake					eExam

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☐	FBQ	any risk or danger that leads to physical body injury or destruction of property is called 	hazard					eExam
☐	FBQ	guarantorship is a security measure to prevent 	internal theft	theft				eExam
☐	FBQ	the free girls are otherwise regarded as 	call-girls					eExam
☐	FBQ	types of security and safety problems in hospitality industry includes 	theft and attack and free girls	injury and fire outbreak				eExam
☐	FBQ	the cleaning agent used for cleaning tiles, sink, cooking pots and W/C is called 	abrasives					eExam
☐	FBQ	dry or wet wastes arising from careless dropping of waste paper, unfinished fruit, and empty cans are called 	debris					eExam
☐	FBQ	 mattress is made from rubber foam	high density					eExam
☐	FBQ	metholated spirit like ___ can be used to remove grease and candle wax from surfaces	turpentine					eExam
☐	FBQ	 and are designed approach to protect lives and properties in hospitality industry	security, safety					eExam
☐	FBQ	suction rubber is a cleaning material used for pressing down 	accumulated waste					eExam
☐	FBQ	 are marked spot on surfaces caused by splashing liquid or oil substances.	stains					eExam
☐	FBQ	 mattress is soft, non durable and cheap.	low density					eExam

☐								
☐	FBQ	loose particles whwch are frequently air borne and settles on any surface is called 	dust					eExam
☐	FBQ	 carpeting of a room adds glamour to the furnishing and improves internal decoration.	wall to wall					eExam
☐	FBQ	the size of a normal bed in a stanadard room is 	6ft by 6ft					eExam
☐	FBQ	soft pillows are preferable to hard ones as hard pillows can cause 	neck stain					eExam
☐	FBQ	there are two types of mattress namely; and 	high density, low density					eExam
☐	FBQ	 __comes as the last point to consider when planning a project	capital					eExam
☐	FBQ	where land is scarce, is the answer.	skyscraper					eExam
☐	FBQ	availability of is a major problem for planning and executing projects in places like Abuja and Lagoa	Land					eExam
☐	FBQ	a non commercial school that caters for under aged children who are too stubborn or uncontrollable is called 	juvenile home					eExam
☐	FBQ	the department deals with staff matters,employment, termination,training and promotion	personnel					eExam

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☐	FBQ	the house- keeping department is often headed by a or 	matron, senior domestic officer	house keeper				eExam
☐	FBQ	ECWA Eye hospital, Kano is an example of hospitality	non commercial	welfare				eExam
☐	FBQ	societal benefits of hotel industry includes 	employment opportunity and national productivity and foreign currency	secondhome,tourist attraction,social functions/engagement				eExam
☐	FBQ	inter departmental cooperation is a mutual understanding between and 	housekeeper,other heads of department	Turn off air conditioning one hour prior to closing the restaurant				eExam
☐	FBQ	inter-departmental cooperation is also called 	liason					eExam
☐	FBQ	the list of staff names indicating time of duties and off-duty periodically is known as 	duty roaster	roaster				eExam
☐	FBQ	the is responsible for floral arrangements and decoration throughout the year.	florist	hshsshsh				eExam
☐	FBQ	motels and guest houses are considered __size hospitality industry	small	hshsshsh				eExam
☐	FBQ	Eko hotel and suites, lagos is an example of _hotel	first class	hshsshsh				eExam
☐	FBQ	hotel can be categorized into three classes namely 	first class and medium class and small size	hshsshsh				eExam
☐	FBQ	 the lounge area of a hotel can be found in the	reception	hshsshsh				eExam

☐								
☐	FBQ	 __ is the front office of any hotel industry	reception department	reception				eExam
☐	FBQ	welfare homes can also be referred to as 	charity homes					eExam
☐	FBQ	university halls of residence is an example of _hospitality	non-commercial	hshsshsh				eExam
☐	FBQ	non-commercial hospitality does not intend to but to provide 	profit,welfare services	hshsshsh				eExam
☐	FBQ	In Nigeria, hospitality began with the arrival of 	missionaries	hshsshsh				eExam
☐	FBQ	Examples of hopsitality industries are 	hotels and guesthouse and guesthouses	hshsshsh				eExam
☐	MCQ	fire brigade services number is usually	999	911	131	0	A	eExam
☐	MCQ	an additional provision added to staff salary to supplement the basic salary is call	renumeration	wages	allowance	stipend	C	eExam
☐	MCQ	Death gratuity is usually paid to the staff's	parents	spouse	next of kin	all of the above	C	eExam
☐	MCQ	Installation accident is usually caused by	staff	receptionist	customers	contractors	D	eExam
☐	MCQ	loose particles which are frequently air-borne and settle on an surface is called	stains	dirt	dust	debris	C	eExam
☐	MCQ	the more the furnishings of a hotel,	the more the patronage	the lesser the standard	the more the food demand	the lesser the tarrif	A	eExam
☐	MCQ	a 50 - bedroom hotel can be considered	big hotel	small hotel	medium size hotel	none of the above	B	eExam
☐	MCQ	the rate of employment, re-employment,replacement and termination of staff is called _	turn-up	over-turn	shuffling	turn over	D	eExam
☐	MCQ	The employees have the following responsibilities except	behave responsibly	ensure workplace safety	observe safety practices	use equipment properly	B	eExam

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☐	MCQ	The sum total amount as an entitlement to say 'Thanks for service rendered' is called	pension	gratuity	death benefit	salary	B	eExam
☐	MCQ	The following are duties of the employer except	provide safe enviroment	provide trainings	provide instruments and supervisors	all of the above	D	eExam
☐	MCQ	combustion of flammable items leads to	fuel scarcity	mechanical accident	fire accident	abrasions	C	eExam
☐	MCQ	accidents can be in form of	achitectural design	all of the above	electrical	mechanical	B	eExam
☐	MCQ	choice of equipment should put in to consideration the following except	Safety	quality	noise	All of the above	D	eExam
☐	MCQ	Escorting the accountant to the bank for money transsctions is the work of the	security office	manager	receptionist	all of the above	A	eExam
☐	MCQ	Proper checking is another way of preventing	fire accident	theft	injury	fall	B	eExam
☐	MCQ	electric hazard can be caused by the following except	overloading	damage cables	all of the above	detective ear thing	C	eExam
☐	MCQ	electric paralysis can be caused by	water spill	fire outbreak	low voltage	high voltage	D	eExam
☐	MCQ	Nigerian railway caterers limited was later named	Nigeria hotels limited	Airport hotel	railway hotel limited	none of the above	A	eExam
☐	MCQ	The third stage of hospitality management began after the second world war in which year	1928	1975	1940	1945	D	eExam
☐	MCQ	In Nigeria, hospitality industry began with the arrival of	evangelists	missionaries	caterers	bishops	B	eExam
☐	MCQ	accidents can be classified into how many major parts	5	2	4	none	A	eExam
☐	MCQ	All hospitality management falls inside on common industry and it is called	service industry	entertainment industry	movie industry	economic industry	A	eExam
☐	MCQ	The workers in the front office are referred to as	frontiers	cashiers	receptionist	attendants	C	eExam
☐	MCQ	where land is scarce, _____ is the answer.	estate	motel	galleria	Skyscraper	D	eExam
☐	MCQ	Internal theft can be prevented by	cleaning	guarantorship	maintenance	none of the above	B	eExam
☐	MCQ	free girls in hotels can also be referred to as	runs girls	aristo	call girls	good girls	C	eExam

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☐	MCQ	choice of equipment should put in to consideration the following except	noise	quality	cumbersome	all of the above	D	eExam
☐	MCQ	a non commercial school that caters for under aged children who are too stubborn or uncontrollable is called	hospital	prisons	juvenile homes	guard room	C	eExam
☐	MCQ	inter departmental cooperation can also be referred to as	Liason	collaboration	inter-relationship	none of the above	A	eExam
☐	MCQ	The first recognized catering organisation in Nigeria was the	british railway caterers	nigerian food and nutrition railway	nigerian railway caterers limited	british railway caterers limited	C	eExam
☐	MCQ	Positive and negative connection at the same point can lead to	low current	power failure	electric burns	flooding	C	eExam
☐	MCQ	mechanical accident can cause	electric shock	fall	fire outbreak	collapse	A	eExam
☐	MCQ	An emergency leavy that if given to allow staff solve emergency issues is referred to as	annual leave	casual leave	off duty	weekend	B	eExam
☐	MCQ	The profit margin in an industry can influence the	salary	perfomance	productivity	allowance	A	eExam
☐	MCQ	The area in the front office where guests are seated before being attended to is called	telephone unit	lounge area	cashier unit	porter	B	eExam
☐	MCQ	A characteristic of low density mattress is that it is	made from plastic foam	less expensive	all of the above	soft	C	eExam
☐	MCQ	high density mattress is made from	wood foam	plastic foam	fabric foam	rubber foam	D	eExam
☐	MCQ	The second stage of hospitality came to Nigeria in which year	1990	1958	1918	1928	D	eExam
☐	MCQ	The period a staff is completely off duty is termed	off day	annual leave	holiday	vacation	B	eExam
☐	MCQ	Job benefit can come in form of the following except	wages	official car	medical facilities	off duty	A	eExam
☐	MCQ	salary and wages can be categorized as	allowance	commision	renumeration	commission	C	eExam
☐	MCQ	The total basic pay which an employer agreed to pay employee for performing certain agreed job is called	renumeration	allowance	loan	benefit	A	eExam
☐	MCQ	Allowances can be in the following forms except	bathroom allowance	over-time allowance	transport allowance	house allowance	A	eExam

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☐	MCQ	the sum total encouragement provided for employees by employers is called	motivation	welfare	turn over	salary	A	eExam
☐	MCQ	Staff welfare packages includes the following except	staff canteen	medical treatment	staff uniform	all of the above	D	eExam
☐	MCQ	Security and safety are designed to	bring customers	protect lives and properties	encourage staff	reduce fire accident	B	eExam
☐	MCQ	people working in the front office are called	waiters	bartenders	receptionist	cleaners	C	eExam
☐	MCQ	which of the following is not a section in the front office	bar	telephone unit	cashier unit	lounge area	A	eExam
☐	MCQ	the front office of a hotel is also referred to as the	kitchen	reception	bar	book-keeping office	B	eExam
☐	MCQ	Staff can be motivated by the following methods except	increase standard of living	job satisfaction	job mobility	rules and regulations	D	eExam
☐	MCQ	The history of hospitality could be traced to	Domestic accomodation	domestic hospitality	All of the above	domestic violence	B	eExam
☐	MCQ	compulsory facilities in a guest room are the following except	bed	matress and pillow	laptop	wardrobe	C	eExam
☐	MCQ	Room services is beneficial to the hotel management because it serves as	revenue	entertainment	fame	comfort	A	eExam
☐	MCQ	the financial backbone of any hotel or guest house is the	house keeping department	kitchen department	accounting department	none of the above	A	eExam
☐	MCQ	motels and guest houses can be considered as	medium size hotel	small size hotel	luxury hotels	none of the above	B	eExam
☐	MCQ	which of these is not a quality of a receptionist	risk-taking	attitude to guest	appearance	memory	A	eExam
☐	MCQ	the operational segments of an hotel industry depends on	the reception	the customer service	the size	All of the above	C	eExam
☐	MCQ	Hospitality management is involved in the following except	planning,	entertaining	supervising	cordinating	B	eExam
☐	MCQ	The history of hospitality could be traced to	Domestic accomodation	domestic hospitality	domestic violence	All of the above	B	eExam

Showing 1 to 120 of 120 entries

 Previous
 1
 Next