NOCTI

Hospitality Management-Lodging

General Assessment Information

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Test Type: The Hospitality Management-Lodging industry-based credential is included in NOCTI's Job Ready assessment battery. Job Ready assessments measure technical skills at the occupational level and include items which gauge factual and theoretical knowledge. Job Ready assessments typically offer both a written and performance component and can be used at the secondary and post-secondary levels. Job Ready assessments can be delivered in an online or paper/pencil format.

Revision Team: The assessment content is based on input from secondary, post-secondary, and business/industry representatives from the states of Idaho, Michigan, Missouri, Pennsylvania, and Texas.
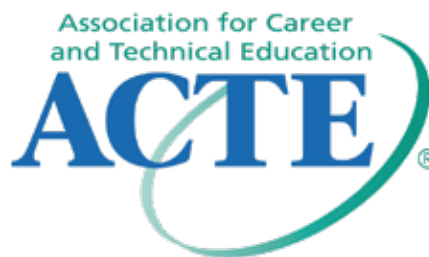
CIP Code	**CTE** Learning that works for America	**o·net** in·it
52.0909- Hotel, Motel, and Restaurant Management	Career Cluster 9- Hospitality and Tourism	11-9081.00- Lodging Managers

Association for Career and Technical Education ACTE

The Association for Career and Technical Education (ACTE), the leading professional organization for career and technical educators, commends all students who participate in career and technical education programs and choose to validate their educational attainment through rigorous technical assessments. In taking this assessment you demonstrate to your school, your parents and guardians, your future employers and yourself that you understand the concepts and knowledge needed to succeed in the workplace. Good Luck!

NATIONAL COLLEGE CREDIT RECOMMENDATION SERVICE
University of the State of New York - Regents Research Fund

In the lower division baccalaureate/associate degree category, 3 semester hours in Hospitality Management
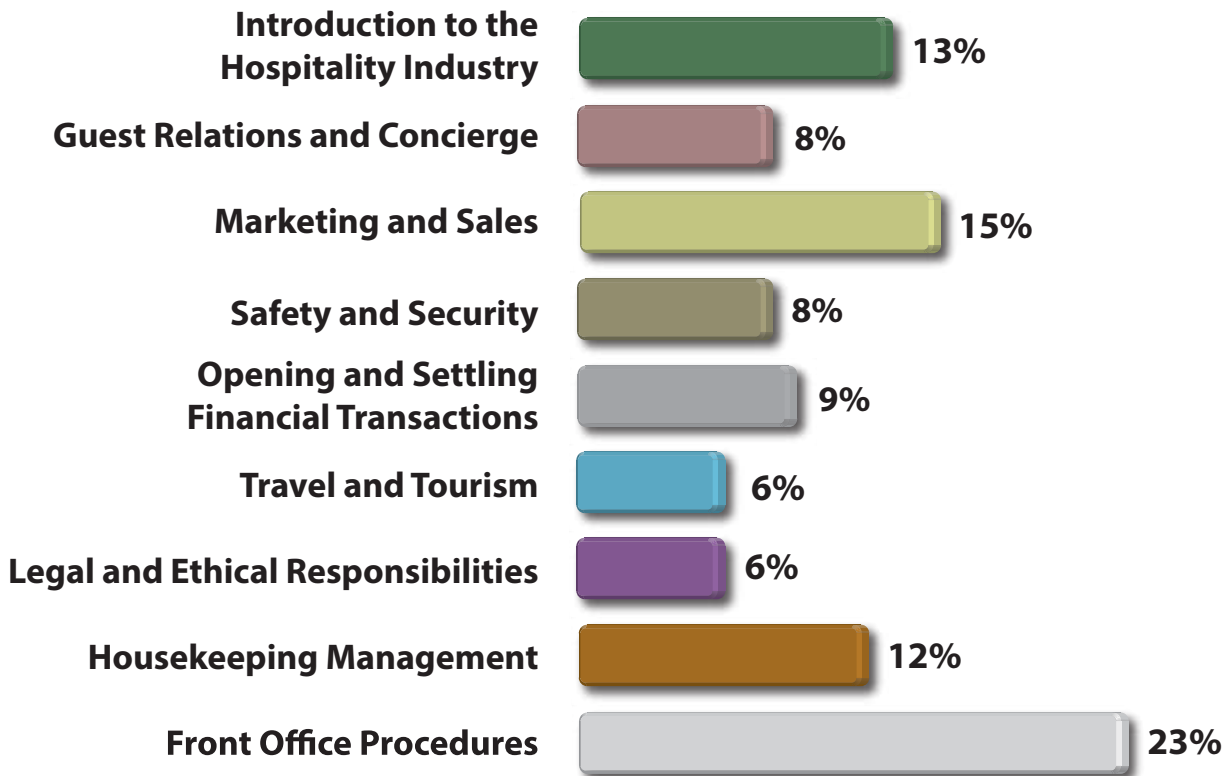
Written Assessment

NOCTI written assessments consist of questions to measure an individual's factual theoretical knowledge.

Administration Time: 3 hours
Number of Questions: 170
Number of Sessions: This assessment may be administered in one, two, or three sessions.

Areas Covered

Area	Percentage
Introduction to the Hospitality Industry	13%
Guest Relations and Concierge	8%
Marketing and Sales	15%
Safety and Security	8%
Opening and Settling Financial Transactions	9%
Travel and Tourism	6%
Legal and Ethical Responsibilities	6%
Housekeeping Management	12%
Front Office Procedures	23%

Specific Standards and Competencies Included in this Assessment

Introduction to the Hospitality Industry
- Describe standards of service
- Describe the function of human resources in the hospitality industry
- Display an understanding of hospitality terminology
- Define and categorize hotel/restaurant organization and hotel segmentation
- Identify various career paths and opportunities within the hospitality industry

Guest Relations and Concierge
- Demonstrate effective communication skills
- Handle guest complaints
- Explain fee and pricing categories
- Provide guest information services (concierge service)

Marketing and Sales
- Describe functions of the marketing department
- Describe the products and amenities of hotels
- Describe the elements of a marketing strategy
- Target the market audience
- Describe the concept of supply and demand
- Describe the importance of suggestive selling and upgrading
- Prepare and promote sales, including banquet and group sales

Safety and Security
- Demonstrate knowledge of safety regulations as required in the hospitality industry, including OSHA regulations
- Demonstrate appropriate personal hygiene
- Maintain guest and employee security procedures

Specific Standards and Competencies (continued)

Opening and Settling Financial Transactions
- Describe and process financial transactions
- Describe night audit procedures
- Operate POS (point of sale) system and/or cash register

Travel and Tourism
- Demonstrate knowledge of travel/tourism-related geography
- Accommodate different needs of travelers
- Demonstrate the use of technology in the travel industry

Legal and Ethical Responsibilities
- Describe rights of management, staff, and guests
- Describe hospitality industry-related legal responsibilities and issues, including ADA

Housekeeping Management
- Identify various room types
- Describe, interpret, and maintain housekeeping and room status records
- Explain procedures for health, safety, and sanitation
- Describe guest room cleaning and laundry procedures

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Specific Standards and Competencies (continued)

Front Office Procedures
- Identify front office terminology
- Explain functions of the reservations department
- Describe and operate electronic communication systems
- Describe the function of forecasting
- Calculate payroll and employee schedules
- Identify and perform front office responsibilities
- Identify leadership qualities to improve the quality of work and the work environment
- Work effectively in a team environment to improve the quality of work and the work environment

Sample Questions

The acronym, CHA, stands for
>A. Certified Hotel Administrator
>B. Council of Hospitality Administrators
>C. Council of Hotel Administrators
>D. Certified Hospitality Association

When occupancy increases, which of the following is likely to decrease?
>A. average daily rate per room
>B. average rate per guest
>C. room revenue
>D. overall cost analysis

The ability of a restaurant server to cover a front desk clerk's position if he or she is absent is the result of
>A. stereotyping
>B. cross-training
>C. mentoring
>D. scheduling

A reservation inquiry typically includes the guest name, the number of persons in the party, and the guest's
>A. date of birth
>B. social security number
>C. number of dependents
>D. date of arrival

A company should choose a/an _____ property for a five-day meeting where the attendees will enjoy the many recreational and entertainment activities of the destination property.
>A. bed-and-breakfast
>B. convention center
>C. all-suite
>D. resort

Sample Questions (continued)

Important variables in the forecasting process include
> A. reservations, ADR, occupancy history, and weather
> B. reservations and expected marketing promotions
> C. tactical planning, scheduling, and vacations for staff
> D. employee training, ADR, and labor outlooks and trends

The most important personal hygiene practice is
> A. avoidance of body piercings
> B. wearing a pressed uniform
> C. bathing or showering regularly
> D. being clean shaven

The individuals who perform the daily cleaning are known as
> A. concierges
> B. maître' d hotel
> C. housekeeping managers
> D. room attendants

Guest rooms featuring living rooms separate from the bedrooms are characteristic of which type of room?
> A. suite
> B. studio
> C. adjoining
> D. resort

When issuing a room key to a guest, the front desk associate should
> A. schedule a time for breakfast delivery
> B. write the room number down for the guest
> C. reserve a spare key for additional guests
> D. tell the guest the room number and provide directions

Performance Assessment

NOCTI performance assessments allow individuals to demonstrate their acquired skills by completing actual jobs using the tools, materials, machines, and equipment related to the technical area.

Administration Time: 2 hours and 15 minutes
Number of Jobs: 5

Areas Covered:

17% Folio and Form Completion
Participants will complete form with calculations of sales tax, occupancy tax, and running balance.

27% Customer Relations and Role Play
Participants will greet and obtain basic information, us up-selling techniques, document room type, location, and rate, provide guest with information and handle guest complaints.

18% Pricing Menu Items
Participants will calculate individual item costs, room charge, total cost of continental breakfast, total cost per person, and total cost of meeting.

27% Complete a Banquet Event Order Contract Form
Participants will complete the contact information, room set up, menu items, and financial calculations on the contract form.

11% Set up Continental Breakfast Buffet Table
Participants will set up a continental breakfast buffet.
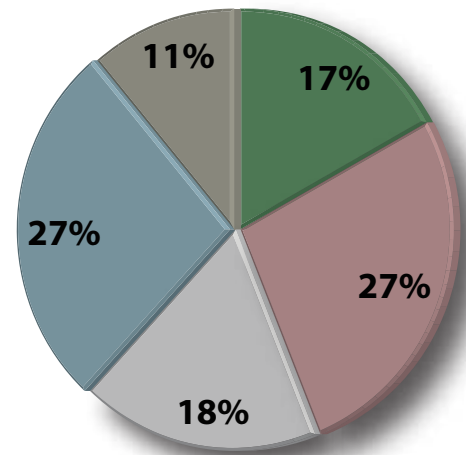
Sample Job

Folio and Form Completion

Maximum Time: 30 minutes

Participant Activity: Using the information provided, the participant will complete the guest account, including the transaction, the transaction code, the reference code, and the initials of the person posting the charges.