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, Georgia, Michigan, New Jersey, Pennsylvania
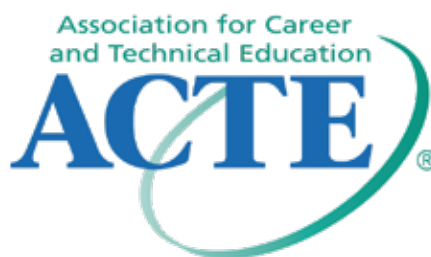
52.0909- Hotel, Motel, and Restaurant Management

Career Cluster
Hospitality and Tourism

11-9081.00- Lodging Managers

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.
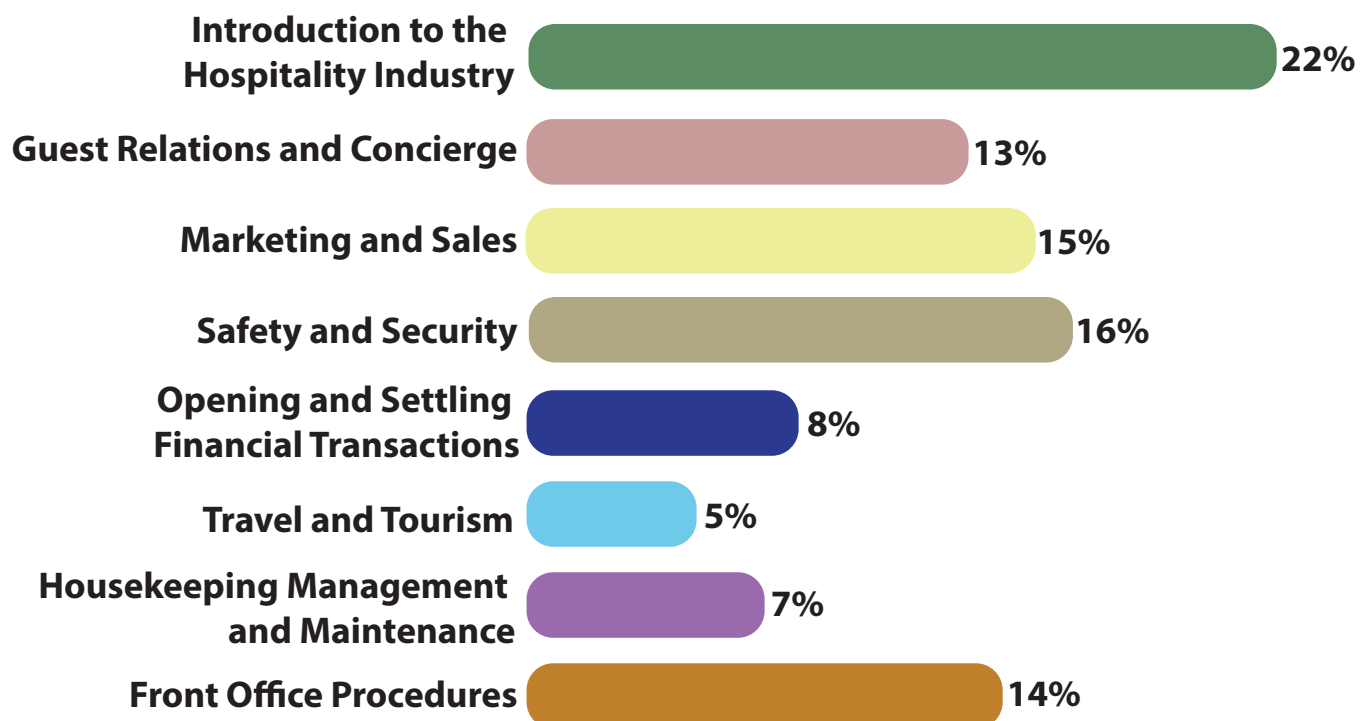
Written Assessment

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

Administration Time: 3 hours
Number of Questions: 166
Number of Sessions: This assessment may be administered in one, two, or three sessions.

Areas Covered

Area	Percentage
Introduction to the Hospitality Industry	22%
Guest Relations and Concierge	13%
Marketing and Sales	15%
Safety and Security	16%
Opening and Settling Financial Transactions	8%
Travel and Tourism	5%
Housekeeping Management and Maintenance	7%
Front Office Procedures	14%

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 organization and hotel segmentation
- Identify various career paths and opportunities within the hospitality industry
- Identify leadership characteristics 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

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

Marketing and Sales
- Describe functions of the sales and marketing department
- Describe the products and amenities of lodging or food and beverage outlets
- Describe the elements of a marketing strategy
- Determine the target market
- Describe concepts of supply and demand
- Describe promotions and advertising (e.g., suggestive selling)
- Prepare sales, including banquet and group sales (e.g., themed events)

Specific Standards and Competencies (continued)

Safety and Security
- Demonstrate knowledge of safety regulations as required in the hospitality industry, including OSHA regulations
- Demonstrate appropriate personal hygiene and appearance
- Maintain guest and employee security and safety procedures (e.g., guest privacy)
- Describe rights of management, staff, and guests
- Describe hospitality industry-related legal responsibilities and issues

Opening and Settling Financial Transactions
- Describe and process financial transactions
- Describe night audit/closing manager 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

Housekeeping Management and Maintenance
- Identify housekeeping and maintenance terminology
- Describe, interpret, and maintain housekeeping and room status records
- Describe housekeeping standards and procedures

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

Sample Questions

Which task is sometimes required of human resource managers?
- A. managing inventory
- B. meeting revenue goals
- C. handling guest complaints
- D. disciplining employees

A guest is unhappy with their meal. The <u>first</u> step to take for corrective action is to
- A. contact the chef
- B. apologize to them
- C. tell the manager
- D. taste the food

What has the greatest impact on a hotel's marketing?
- A. amenities
- B. price
- C. staff
- D. cleanliness

The <u>most</u> 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 night auditor of a resort is responsible for
- A. financial receipts and transactions
- B. purchasing of food
- C. reservations for the next day
- D. scheduling of front desk staff

Sample Questions

A verified internet review is
- A. by word of mouth
- B. heard on the news
- C. an individual experience
- D. found in the newspaper

A room that has two double beds is called a
- A. single plus
- B. standard twin
- C. double-double
- D. two-sleeper

Which type of key opens all guest room doors that are not double-locked?
- A. emergency key
- B. master key
- C. swipe card
- D. room card

Forecasting is divided into three categories: revenue, demand, and
- A. employment
- B. vacancy
- C. occupancy
- D. staffing

Which activity is typically performed by front desk associates?
- A. registering the guest
- B. serving guest beverages
- C. maintaining a guest room
- D. setting up for events

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 10 minutes
Number of Jobs: 5

Areas Covered:

15% Folio and Form Completion
Participant will complete form with guest information, room information, and balance of all charges.

25% Guest Relations Role Play
Participant will complete guest account, upsell, give guest a key, directions, and information sheet, and handle problems that arise.

23% Pricing Menu Items
Participant will calculate food cost for continental breakfast, room charge, total cost of breakfast, total cost per person, and total cost of meeting.

27% Complete a Banquet Event Order Form
Participants will complete order with contact information, room set-up, menu items, and financial calculations.

10% Set Up Continental Breakfast Buffet Table
Participants will set up a continental breakfast buffet.
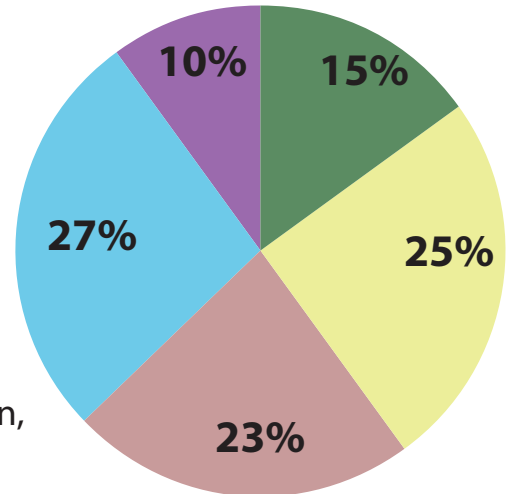
Sample Job

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.