

## Chapter 8—Test

1. A catering department's main responsibilities can best be summed up as:
  - a. selecting, preparing, and serving food and beverages.
  - b. selling and servicing food and beverage functions.
  - c. creating and hosting hotel-based parties.
  - d. serving food and beverages at special hotel meetings and events.
2. Which of the following catering positions is primarily responsible for maintaining the cost-effectiveness of the department?
  - a. manager
  - b. director
  - c. clerical staff
  - d. salesperson
3. Which of the following catering department positions is primarily responsible for maintaining paperwork, handling routine inquiries, and following up on accounts?
  - a. director
  - b. manager
  - c. salesperson
  - d. clerical staff
4. A catering \_\_\_\_\_ supervises service personnel and oversees food and beverage functions.
  - a. vice president
  - b. salesperson
  - c. manager
  - d. director
5. Which of the following is not one of the three parts of a sales plan needed at the beginning of a telephone solicitation?
  - a. targeted prospects
  - b. client confirmation
  - c. message to convey
  - d. results desired
6. It is best to respond to all letters of inquiry by:
  - a. letter
  - b. e-mail
  - c. telephone
  - d. fax
7. Which of the following is *not* a recommended step in handling walk-in inquiries?
  - a. Get the client's name and contact the banquet director.
  - b. Offer the client something to drink, as well as some reading material that will highlight the banquet department's work.
  - c. Welcome the prospective client and offer him or her a place to sit down and wait.
  - d. Greet the client, but note that it would have been better if he or she had made an appointment.

8. "Marrying" coffee stations refers to:
  - a. assigning specific staff to oversee specific stations.
  - b. providing a more extensive selection of food and beverages than is usual, often involving gourmet cheeses, specialty breads, select coffees, and bottled juices.
  - c. placing two stations side by side to create a refreshment "island" that helps to establish a more relaxed atmosphere.
  - d. combining the food and beverages of two or more stations into one.
9. A theater setup in which chairs are in a semicircle instead of rows is known as a:
  - a. senate setup.
  - b. theater-plus setup.
  - c. schoolroom setup.
  - d. board-of-directors setup.
10. Which of the following setups includes tables for the attendees?
  - a. theater
  - b. T-shape
  - c. V-shape
  - d. senate
11. At a large hotel, which of the following positions would be responsible for the sales and administrative aspects of the catering operation?
  - a. banquet or catering manager
  - b. catering director
  - c. food and beverage director
  - d. director of sales
12. At a large hotel, which of the following positions would be responsible for overseeing food and beverage functions of the banquet department?
  - a. banquet or catering manager
  - b. catering director
  - c. food and beverage director
  - d. director of sales
13. At a large hotel, which of the following positions would be responsible for actively soliciting business for food functions such as weddings and luncheons?
  - a. banquet or catering manager
  - b. catering director
  - c. catering salesperson
  - d. food and beverage director
14. At the City Center Hotel, Lisa is responsible for the sales and administrative aspects of the catering operation. She works closely with the hotel's purchasing agent and chef when soliciting and servicing accounts of the banquet department. Lisa's position at the hotel is that of:
  - a. banquet or catering manager.
  - b. catering director.
  - c. food and beverage director.
  - d. catering salesperson.

15. Jennifer works at a large convention hotel. Her responsibilities include personal sales calls as well as following up on written, telephone, and walk-in inquiries about booking banquet functions at the hotel. Jennifer's position at the hotel is that of:
  - a. banquet or catering manager.
  - b. catering director.
  - c. food and beverage director.
  - d. catering salesperson.
16. Miguel works in the catering department of a large metropolitan hotel. He is responsible for overseeing food and beverage functions of the catering department and for supervising the service staff during banquet and meeting room functions. Miguel's position at the hotel is that of:
  - a. banquet or catering manager.
  - b. catering director.
  - c. food and beverage director.
  - d. chef.
17. Catering departments primarily use prepared scripts in developing leads and soliciting catering business when they are selling with:
  - a. in-person sales visits.
  - b. telephone sales.
  - c. sales letters.
  - d. fax messages.
18. Which of the following statements about following up inquiries about catering services is *false*?
  - a. Written inquiries should be answered in writing.
  - b. Fax inquiries should be answered by fax.
  - c. Email inquiries should be answered by email.
  - d. Fax and email inquiries should be followed up with mailings.
19. Tami, a salesperson in the catering department, receives a written inquiry from a prospective client who is planning a luncheon for 40 people. Her first step in responding to the inquiry should be to:
  - a. reply in writing in three business days.
  - b. fax a reply before the end of the current business day.
  - c. telephone the prospect to determine the prospect's needs before the end of the current business day.
  - d. visit the prospect within three business days and explore details related to the luncheon.
20. Which of the following setups has chairs in straight rows (with aisles) parallel to the head table, stage, or speaker's podium?
  - a. theater setup
  - b. banquet setup
  - c. schoolroom setup
  - d. hollow-square setup
21. Which of the following meeting room setups has a single column of double tables with seating all the way around and is popular for small meetings?
  - a. theater setup
  - b. board-of-director setup
  - c. schoolroom setup
  - d. banquet setup

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22. Which of the following meeting room setups is similar to a theater setup *except* that chairs are placed in a V?
- herringbone setup
  - V-shaped setup
  - schoolroom setup
  - banquet setup
23. Which of the following meeting room setups is similar to a theater setup *except* that tables and chairs are placed in a V?
- herringbone setup
  - V-shaped setup
  - schoolroom setup
  - banquet setup
24. Which of the following meeting room setups has tables lined up in rows (one behind the other) on each side of an aisle with all tables and chairs facing the head table, stage, or speaker's podium?
- theater setup
  - banquet setup
  - schoolroom setup
  - hollow-square setup
25. Providing hassle-free meeting space and personalized service can help ensure all of the following, *except*:
- repeat business.
  - longer meetings.
  - great referrals.
  - ongoing profitability.