

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 1) A common, but fatal assumption that a student may possess regarding facilities management would be: 1) _____
A) a manager needs only to be a good people person.
B) engineers are not conversant in *Exec. Speak*.
C) the Engineering Department can fall prey to the *hygiene* factor.
D) working in the facility department is an essential step to the top.
- 2) Which of the following is not a *hygiene factor* provided by engineering? 2) _____
A) water
B) air
C) facility remodeling
D) upkeep
- 3) Which of the following is a common, but fatal assumption? 3) _____
A) Facility management is not as important as people.
B) Facility management and people management are two mutually exclusive areas.
C) This course does not pertain to me or what I do.
D) This course should be taken by every hotel student.
- 4) Which of the following is not true? 4) _____
A) The planet can probably take care of itself.
B) Global warming is brought on by too much carbon dioxide in the atmosphere.
C) Greenhouse gases are the result of burning fossil fuels.
D) Recycling is a truly sustainable practice.
- 5) Which of the following is true? 5) _____
A) Hotels do not normally have Process Improvement Teams.
B) The American Hotel & Lodging Association serves large hotel chains exclusively.
C) Smaller operators are usually more reactive in their approach to building maintenance.
D) Few hotels have Total Quality Management Programs.
- 6) The primary asset of a hotel company is: 6) _____
A) the hotel building.
B) accounts receivable.
C) the clientele.
D) cash receipts.
- 7) Which of the following is NOT a building operations course? 7) _____
A) security
B) housekeeping
C) food and beverage cost control
D) foodservice equipment layout and design

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

- 8) The current generation is a *steward* for the next generation. 8) _____
- 9) Energy Conservation is the exclusive responsibility of the engineering department. 9) _____

- 10) The hospitality property has seen a decrease in lawsuits pertaining to the engineering department over the last half of the 20th century. 10) _____
- 11) Ninety-nine percent of the graduates from hospitality programs will not work in the engineering department. 11) _____
- 12) Typically the annual maintenance and utility costs will average 9% of revenue. 12) _____
- 13) There has been an increase in lawsuits affecting the hotel and the facility department. 13) _____
- 14) Our concern about saving the environment is more about saving ourselves. 14) _____
- 15) Small lodging properties outsource more than large lodging properties. 15) _____

Answer Key

Testname: UNTITLED1

- 1) A
- 2) C
- 3) C
- 4) D
- 5) C
- 6) A
- 7) C
- 8) TRUE
- 9) FALSE
- 10) FALSE
- 11) TRUE
- 12) TRUE
- 13) TRUE
- 14) TRUE
- 15) TRUE