

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