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Lecture 1 - Introduction

1. What is hospitality?
Latin: hospitalitas - receive as a guest
The act of kindness in welcoming and looking after the basic needs of guests or strangers, mainly in relation to food, drink and accommodation

2. What is the difference between a customer and a guest?
You have a relationship with a guest. MORE INFO

3. What is the definition of the hotel sector?
An operation that provides accommodation and ancillary services to people away from home

Lecture 2 - The Lodging Industry

1. What is a detailed definition of a 'hotel'?

Hotel means an establishment held out by the proprietor as offering sleeping accommodation to any person presenting himself who appears able and willing to pay a reasonable sum for the services and facilities provided and who is in a fit state to be received

2. What are four ways to classify hotels?
1. Hotel size

1

2. Hotel type
3. Hotel brand
4. Other classifications
   - Independent hotels vs. Hotel Chains
   - Hotel rates

3. What are the room numbers for small, medium, large and mega hotel classifications?
   - Small (< 75 rooms)
   - Medium (75 – 350 rooms)
   - Large hotels (> 350 room)
   - Mega hotels (> 3000 rooms)

4. What are the employee numbers for small, medium and large hotel classifications?
   - Small (< 20)
   - Medium (20-199)
   - Large (>= 200)

5. What are the five largest hotel groups?

Hotel Group	Rooms	Properties
1. InterContinental Hotel Group	534,202	3,540
2. Cendant Corporation	520,860	6,396
3. Marriott International	478,000	2,600
4. Accor	463,427	3,973
5. Choice Hotels International	403,806	4,977

6. Draw the organisational structure for a small hotel

General Manager
(could be an owner)

Bookkeeper/
Accountant

Executive Housekeeper and staff

Front Office Manager and staff

Maintenance Chief and staff