

Hospitality FCSA Study Notes

Texas Association, Family, Career and Community Leaders of America

Below are notes to study for the Hospitality FCSA:

- POS System
 - ◆ Computer, cash drawer, receipt printer, and debit/credit card reader
- Major Segments of travel
 - ◆ Business
 - ◆ Leisure
- Commercial Food Service
 - ◆ Quick Service
 - ◆ Full Service
 - ◆ Catering
 - ◆ Hotel and Club
- Bed and Breakfast
 - ◆ Home-Cooked Meal
 - ◆ Opportunity to meet new people
- How to deal with complaints
 - ◆ Never argue with customer
 - ◆ The customer is always right
 - ◆ Ensure customer satisfaction
- Food Presentation
 - ◆ Art
 - ◆ Plating
 - ◆ Portion Control
- Manage's Job
 - ◆ Sanitation Issues
 - ◆ Employee Training
 - ◆ Employee Scheduling
- Banquet Manager's Job
 - ◆ Must have enough workers
 - ◆ If there are not enough workers present, they must hire temporary or full-time employees.
- Ecotourism
 - ◆ Based on observing and preserving the natural environment and culture of a destination area.
- Host or Hostess
 - ◆ Manage the flow of customers

- Menu Pricing
 - ◆ A la carte
 - ◆ Table d' hote
 - ◆ Combination
- Seated Service
 - ◆ Buffet
 - ◆ Over-the-counter
 - ◆ Cafeteria
- Banquet Services
 - ◆ Passed-items function
 - ◆ Seated banquet
 - ◆ Seated buffet
 - ◆ Standing buffet
- Back-of-the-House Employees
 - ◆ Housekeepers
 - ◆ Building Engineers
 - ◆ Laundry Attendants
- Referral group is formed of independent hotels that create a central office for reservations
- Modified American plan
 - ◆ Two Meals
 - ◇ Breakfast
 - ◇ Dinner
- Customer feedback is to provide managers with ideas of how to improve customer satisfaction.
- Quality Service
 - ◆ Eye contact with customers
 - ◆ Smiling warmly
 - ◆ Good posture and appearance
 - ◆ Responding quickly
- Lodging Businesses
 - ◆ Full-service Hotels
 - ◆ Limited-service Hotels
 - ◆ Specialty Accommodations
- USTA- promotes travel within the U.S.
- Acceptance and Esteem needs of customers
 - ◆ Calling the customer by name
- Trends
 - ◆ Knowing these helps to better serve the customers
- Hotel will have an in-house audiovisual department if they do not have their own

- An example of ME&I travel..what does ME&I stand for?
 - ◆ Trip to a conference/convention
- Customer service- Total customer experience with a business travelers
 - ◆ From Overseas
 - ◇ Stay Longer
 - ◇ Spend More Money
 - ◆ From U.S.
 - ◇ Shorter Stay
 - ◇ Less Money Spent
- Styles of Service
 - ◆ American
 - ◆ French
 - ◆ Russian
- Bus lines practice frequently to give passengers choice of times on their route.
- Lodging property provides overnight accommodations
- Travel agencies that belong to chains are able to offer good prices because of economy of sale.
- Managers need skills such as
 - ◆ Motivation
 - ◆ Communication
 - ◆ Technical
 - ◆ Computer
 - ◆ Organizational
- Quality Service is key to maintaining a successful business
- Border Crossing
 - ◆ Travelers and goods are inspected
- Full service Hotels (higher prices)
- General Manager
 - ◆ Responsible for the health and safety of all guest
- Hospitality Industry
 - ◆ Provides millions of jobs
 - ◆ Huge impact on the economy
- Offering limited safety procedures for children does not meet the needs of travelers with special needs
- Restrooms and restaurants should be checked every 30 minutes
- Standardized Recipes
 - ◆ Each ingredient
 - ◇ Including spices
 - ◆ Precise amounts of each ingredient
 - ◆ Portion sizes