

Tourism Hotel Interview Questions And Answers Guide.



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Tourism Hotel Job Interview Preparation Guide.

Question # 1

What is adventure tourism?

Answer:-

To convert the adventure into pleasure for the purpose of tourism business.

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Question # 2

What is Attraction?

Answer:-

Anything/object/activity, which attracts tourists and attach with it.

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Question # 3

What is Amenities?

Answer:-

Extra facilities, service added with attraction, accessibility and accommodation to create tourism. It includes trust, friendship, hospitality, etc.

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Question # 4

What is back of the house?

Answer:-

Staffs who are not directly involved in providing service. Guests rarely interact with them.

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Question # 5

What is Excursionist?

Answer:-

This term is used for the temporary visitors, who do not even stay for twenty- four hours in a hotel.

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Question # 6

What is high touch service?

Answer:-

These are those services which are already prepared but the customer receive it only when he wants. For e.g. room reservation, fast food, printed information, housekeeping service, etc.

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Question # 7

Described continuously rendered service?

Answer:-

Continuously rendered services are those services, which are prepared and provided only to the customers who are physically present. This kind of service is not finished in instant time; it is a process, which is extended to a time limit. It is a kind of face-to-face interaction. For example reservation service, restaurant service, massage, etc.

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Question # 8

What is hospitality in terms of hotel industry?

Answer:-

Hospitality actually means, "taking care of guests in the best possible way".

* Organizing, providing services and looking care after guests is included in it.

* It means friendly and generous treatment of guests.

Hospitality industry includes all companies involved in providing services for guests. They provide more mental satisfaction than tangible objects.

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Question # 9

What is Point of contact?

Answer:-

Place, item, product, staff, service customer contact to receive service. It can be building, service environment, delivery items, staffs, follow travelers which they contact and receive positive or negative feelings.

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Question # 10

What is product formation?

Answer:-

It can be defined as putting different products and services together to form a product for the satisfaction of customer. For e.g. Hospitality is a product formation which is not made from a single item.

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Question # 11

What is moment of truth?

Answer:-

It is the actual time when customer interacts with service staff. It is the moment of contact when no management has control. It is the motivation, skill, tools of the service and expectation, behavior, expectation of the customer determines the quality of the service.

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Question # 12

What is variability in tourism hotel?

Answer:-

Services are highly variable. The quality of service depends upon how, when where and who provides them. Each time customer receives different levels of satisfaction from the same level of service; same food gives different test to different people.

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Question # 13

What is village tourism?

Answer:-

To utilize village and villagers for the purpose of tourism. Tourism managed and operated by villagers for the villagers. Tourism managed and operated by villagers for the villagers.

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Question # 14

Described adding value?

Answer:-

Adding value can be defined as adding extra item, image, product or service, which adds value to the product. For example a good-looking receptionist adds to the quality of hotel, a garnish on food adds to the value of the food. It can be service tool, service staff, environment, image of the owner or chef, etc. Travel agency adds value to the quality of hotel or vice versa.

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Question # 15

What is Perishability?

Answer:-

Perishable services are those services, which cannot be stored. Unused service of a particular day cannot be sold next day or in advance.

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Question # 16

What is Inseparability?

Answer:-

To receive the service customer must be personally and physically present at the point of delivery. Customer cannot be separated from the point of delivery. Service is available at the Point of service Delivery (POD).



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Question # 17

What is Intangibility?

Answer:-

It can be explained as services, which cannot be seen, tested, felt heard or smell or measured before they are delivered and received by customer. For example, travel experience, trust, confidence, hospitality, satisfaction, etc.

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Question # 18

What is Japanese rice based wine?

Answer:-

sake

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Question # 19

WHY SHOULD We HIRE YOU THERE ARE MANY OF THEM LIKE YOU?

Answer:-

There are not many things different in me than others like qualification, hobbies etc. but the difference in me that is my "ATTITUDE" that cannot be same with anyone

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Question # 20

what r your salary expectations?

Answer:-

it is dependence on u & ur organisation that how they find me.

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Question # 21

Explain briefly about your current Front Office department that you are presently employed at your hotel?

Answer:-

Hospitality

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Question # 22

what is the American service?

Answer:-

American service usually is preplanned service, in other words it's also called coffee shop service, or e.g. mac-donald service

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Question # 23

Suppose if the interviewer asks you about your style like personality would like to change if there is an opportunity.... what should I answer?

Answer:-

If you're looking Professional then you shouldn't say yes I'll.

You have to ignore it.

If you're an average then you should say that yes I will.

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Question # 24

Highlight the skills, experience and abilities that would make you as a hotel Guest Service Agent or Night Manager the best person for this job?

Answer:-

Explain about the skills, experience and abilities that you have

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Question # 25

What is blind baking?

Answer:-

To bake a pie crust without the filling. Metal weights or



dried beans are typically utilized to keep the pastry from bubbling.

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