S5 Tourism and Hospitality Studies Practice Paper: The Tourism Industry and Tourism Products, Hotel Operations and Housekeeping, Food Service and Food Safety, Guest Services, Destinations and Cultural Heritage, Sustainable Tourism and Travel Technology

S5 | Tourism and Hospitality Studies | Time: 75 minutes | Total: 100 marks | 24 questions

---

Part A: The Tourism Industry and Tourism Products (16 marks)

Show your working and include units in your answers.

1. In a certain year Hong Kong recorded 4.8 million visitor arrivals, 62% of whom stayed overnight. Find the number of overnight visitors. [4]

Answer: Overnight visitors = 4,800,000 x 0.62 = 2,976,000.

2. Using the figure above, if each overnight visitor spent HK$6,500 on average, find the total tourism receipts in hundred million dollars. [4]

Answer: Total receipts = 2,976,000 x 6,500 = HK$19,344,000,000, about HK$193.44 hundred million.

3. Explain two differences between a package tour and an independent (free and easy) trip in terms of price, itinerary and risk. [4]

Answer: Price: a package is fixed in advance while an independent trip changes with airfare and hotel rates. Itinerary: the operator plans a package while the traveller builds an independent trip. Risk: cancellation losses fall on the operator or on the traveller respectively.

4. A visitor brings 3,000 pounds to Hong Kong at an exchange rate of 1 pound to 9.8 Hong Kong dollars. How many Hong Kong dollars will she receive? [4]

Answer: 3,000 x 9.8 = HK$29,400.

Part B: Hotel Operations and Housekeeping (16 marks)

State the formula you use in each answer.

5. A hotel has 200 rooms and sold 5,760 room nights in 30 days. Find the occupancy rate. [4]

Answer: Available room nights = 200 x 30 = 6,000; occupancy = 5,760 / 6,000 x 100% = 96%.

6. Using the same hotel, the average daily rate is HK$850. Find the revenue per available room (RevPAR). [4]

Answer: Room revenue = 5,760 x 850 = HK$4,896,000; RevPAR = 4,896,000 / 6,000 = HK$816.

7. Write down four main steps in cleaning a check-out room. [4]

Answer: First, air the room and check for left items; second, change bed linen and pillow cases; third, clean the bathroom and restock amenities; fourth, vacuum, dust, do a final check and lock the door.

8. Explain how room types and rate classes affect a hotel revenue management. [4]

Answer: Room types (single, twin, suite) set the product mix and the price ceiling. Rate classes are tiered by demand and booking lead time, so the hotel sells more high-rate rooms in peak season and fills empty rooms with discounted rates in low season, raising total revenue.

Part C: Food Service and Food Safety (16 marks)

Show the calculation for numerical questions.

9. A dish has a food cost of HK$42 and is sold at HK$150. Find the food cost percentage. [4]

Answer: Food cost percentage = 42 / 150 x 100% = 28%.

10. Four ingredients of a recipe cost HK$8.5, HK$12, HK$3.2 and HK$1.8, and 10% is allowed for wastage. Find the standard cost per portion. [4]

Answer: Ingredient total = 8.5 + 12 + 3.2 + 1.8 = 25.5; with wastage = 25.5 x 1.1 = HK$28.05.

11. List three principles of HACCP (Hazard Analysis and Critical Control Point). [4]

Answer: First, conduct a hazard analysis; second, identify critical control points and set limits; third, set up monitoring, corrective actions and record verification.

12. State two common causes of cross-contamination and one way to prevent it. [4]

Answer: Causes: raw and cooked food share the same chopping board or knife; juices from raw food drip onto cooked food in the fridge. Prevention: use colour-coded boards and store raw food on lower shelves in covered containers.

Part D: Guest Services and Customer Care (18 marks)

Answers must be specific and practical.

13. Write down four steps in handling a guest complaint. [4]

Answer: First, listen carefully and apologise; second, confirm the facts and the extent of impact; third, offer a workable remedy and act at once; fourth, follow up with the guest and record the case.

14. Five guests rated the service 4, 4, 3, 5 and 4 out of 5. Find the mean score. [5]

Answer: Total = 4 + 4 + 3 + 5 + 4 = 20; mean = 20 / 5 = 4.0.

15. In a survey 62% of respondents are promoters and 18% are detractors. Find the Net Promoter Score and explain how to read it. [4]

Answer: NPS = 62% - 18% = 44. A positive score means promoters outnumber detractors; above 30 is usually considered good, and a higher score means stronger word of mouth.

16. Explain three effective communication techniques for front office staff. [5]

Answer: First, keep eye contact and use the guest name; second, restate the request briefly to show understanding; third, keep a calm tone and confirm arrangements in writing.

Part E: Destinations and Cultural Heritage (16 marks)

Illustrate your answers with Hong Kong or Asian examples.

17. Using one Hong Kong example, explain the features of cultural heritage tourism. [4]

Answer: Tai O stilt houses and fishing village culture: real community life, traditional architecture and festivals are the attractions. Visitors seek experience and interaction rather than sightseeing only, so residents daily life must be protected.

18. Write down three principles of sustainable tourism. [4]

Answer: Environment: cut resource use and pollution. Socio-cultural: respect local culture and residents rights. Economic: keep revenue local and create jobs.

19. The same room is priced at HK$1,200 in peak season and HK$720 in low season. Find the low season discount rate. [4]

Answer: Discount = (1,200 - 720) / 1,200 x 100% = 40%.

20. A site has a daily carrying capacity of 8,000 visits but received 9,600. Find the percentage by which it was exceeded. [4]

Answer: Excess = (9,600 - 8,000) / 8,000 x 100% = 20%.

Part F: Sustainable Tourism and Travel Technology (18 marks)

Show your working for numerical parts.

21. A traveller flies 1,200 km and the emission is 0.15 kg of carbon dioxide per passenger-kilometre. Find the carbon footprint of the trip. [5]

Answer: Carbon footprint = 1,200 x 0.15 = 180 kg of carbon dioxide.

22. Explain two impacts of online travel agencies (OTAs) on traditional travel agents. [4]

Answer: Transparent prices and reviews squeeze commissions and margins. At the same time OTAs widen the market and support self-booking, so traditional agents must move to in-depth itineraries, corporate clients and advisory services.

23. Suggest two measures to manage overtourism and explain how each works. [5]

Answer: First, a booking quota at popular sites caps visitor numbers at any one time and reduces pressure on the environment and residents. Second, spread promotion to nearby districts and weekdays to flatten the peak and share revenue.

24. Visitor arrivals rose from 3.2 million to 3.68 million. Find the growth rate. [4]

Answer: Growth = (3.68 - 3.2) / 3.2 x 100% = 15%.