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

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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]

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]

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

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]

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]

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

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

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

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]

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]

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

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

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]

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

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]

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

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]

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

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]

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]

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]

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

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

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