# Exam is June \_\_\_\_\_, 2013 at\_\_\_\_\_\_\_\_\_\_\_ in classroom.

Hospitality and Tourism 110

Answer the following questions in your notebooks.

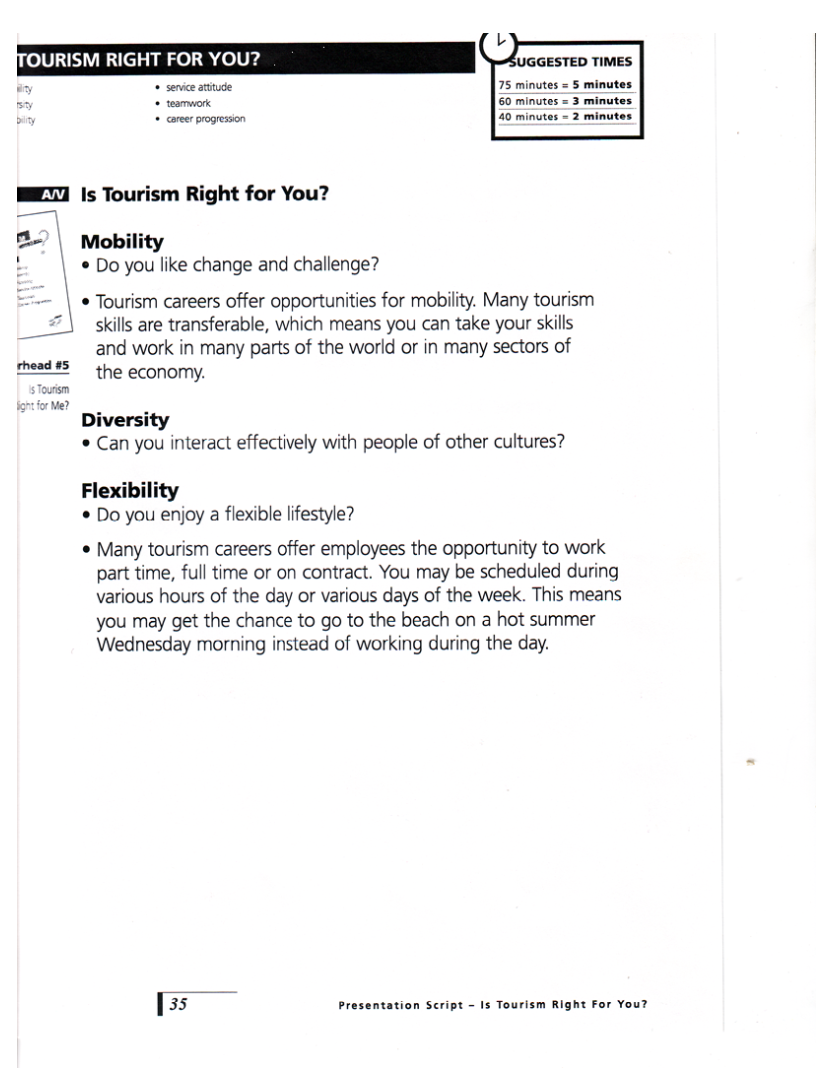
1. Name the 5 Five Industry Groups of the Tourism Sector
2. Accommodation Sector is broken into 3 areas, name these three areas.
3. Ownership can be broken down in 4 parts. Name them,

brief explanation for each and be able to give example for each.

1. CAA and Canada Select
2. Accommodations can be classified into 11 areas, be able to talk about 5 of these areas.
3. Accommodations are organized into the front of the house and back of the house staff. Explain and give examples of jobs in each.
4. Recreation and Entertainment is a Industry group, Explain what this includes.
5. How many National Parks are there in Canada?
6. What is eco- Tourism?
7. Attractions can be natural or man-made based on our culture and heritage and/or built for pleasure, relaxation and recreation, Give examples of each.
8. What is Canada’s largest man- made attraction.
9. Events and Conferences can be divided into four categories. Name; give an explanation and examples for each.
10. The 3rd sector, Food and Beverage can be either commercial or non commercial, explain both.
11. Name 5 categories that Food and beverage can be divided into.
12. The 4th sector is Transportation, name the modes of transportation.
13. What is the most popular means of travel and the 2nd popular.
14. Travel services used to be referred to as the tourism services and tourism

trade sectors. They may be broken into travel agencies and tour operators. Explain each.

1. What 6 areas that a person should consider to determine if tourism is right for them?
2. There are 4 main categories of jobs in the Hosp.& Tourism industry, name them explain and give examples for each one. What are these categories based on?
3. How does an employee move from the lowest level of the jobs to the top?
4. What are the 3 parts in professionalism?
5. Define Effective communication. Give some examples of effective communication in the work place.
6. Name and explain the three parts of communication. Make sure you can draw the pie graph for communication skills (remember the %).
7. Know what a winning attitude is.(3)
8. Know this: **In order to be successful in the hospitality and tourism industry, one must be courteous, sincere and friendly, maintain a professional attitude and be an effective communicator.**
9. Know questions 1&4 on the CTHRC assignment.
10. Non verbal communication, what is it and give examples.
11. Know the 9 true and false.

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