1. Customers of a car rental service are?

**a. All of the listed options**

B. People whose car is temporarily out

c. People who need a specific type of vehicle that is fit for purpose

2. A restaurant in order to improve its operations has installed a Kitchen Display System (KDS). What according to you are the advantages of a KDS?

**a. All of the listed options**

b. Integrated with the POS

c. Print order information

d. Displays Kitchen order information to a kitchen monitor

3. The major players in the Commercial Real Estate Marketplace are?

**a. All of the listed options**

b. Jones Lang LaSalle

c. Cushman & Wakefield

d. Colliers International

4. Customer Relationship Management (CRM) is used by restaurants to manage their relationships with customers. What are the various purposes CRM can analyze customer data?

**a. Execution of targeted marketing campaigns**

b. Design targeted marketing campaigns

c. Financial forecasting

d. All of the listed options

5. Which of these are associations for Travel Agents?

a. ASTA

**b. UFTAA**

c. All of the listed options

d. PATA

6. Expedia, Travelocity, Makemytrip are all\_\_\_\_\_\_\_\_\_\_\_\_\_

a. Vacation Renters

b. Packagers

**c. Online Travel Agents**

d. Tour Operators.

7. In 2012, almost 50% of the bookings car rental booking are made via?

A. walk ins

**b. Internet**

c. telephone

d. None of the options

8. Calculate the ARR (average room rate) of a hotel if it was at 75% occupancy, with 5100 rooms sold and generated revenue of $459,000.

a. None of the options

**b. 90**

c. 100

d. 120

9. You are a supplier in the travel distribution chain and want to adopt the latest standards; you can adopt Open Travel Alliance (OTA) compliant\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

a. .Net

**b. XML**

c. HTML

d. ASP

10. A Dine in only type of restaurant cannot offer\_\_\_\_\_\_\_\_\_\_

a. Home Delivery

b. Ala carte

c. Buffet

**d. Drive Thru**

11. SideStep, FareChase, Mobissimo, Kayak are example of:

a. SITA network

**b. Meta search engines**

c. None of the options

d. CRS

12. High transaction cost is a feature of \_\_\_\_\_\_\_\_\_\_\_

a. GNE **b. GDS**

c. Direct Connect d. OTA

13. The categories in real estate are?

a. Residential Real Estate

**b. All of the listed options**

c. Commercial Real Estate

d. Property & Apartment Management

14. Best Western could be a member of which of these associations?

**a. AH&LA**

b. UFTAA

c. QSR

d. ICAO

15. Which of these are the consumers in the travel distribution chain?

a. Corporates

**b. Tour Operator**

c. Leisure & Business travelers

d. Leisure travelers

16. What is the full form of WOPS?

a. Winter point of sale

b. Wise point of sale

c. Win point of sale

**d. Wireless point of sale**

17. The travel agent is paying a GDS access fee in return for access of full content. Which revenue model is being used?

**a. Surcharge model**

b. Opt in model

c. None of the options

d. Historical model

18. \_\_\_\_\_\_\_\_\_\_ have been the most critical component of the T&H industry.

a. Travel Maintenance Company

b. Franchise

**c. Travel Agents**

d. Business Hotels

19. Who is responsible for the day to day management of a hotel property?

a. General Manager

**b. Front Office Manager**

c. Executive Chef

d. Executive Housekeeper

20. Which of the following is not an operating model for hotels?

a. Franchised

b. Managed

c. Owned

**d. Mortgaged**

21. You are a business traveler, you will have which of the following characteristics?

**a. Need expense management and reporting**

b. Price sensitive

**c. Several trips a year**

d. Impervious to economic uncertainty

22. Travel agents are of two types \_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_

a. Modern, traditional

b. Modern and typical

**c. traditional, online**

d. Franchise, direct

23. Navitare owned by:

**a. Accenture**

b. Emirates

c. IBM

d. BA

24. CLIA stands for?

**a. Cruise Line International Association**

b. Cruising and Line International Association

c. Cruise Line International Agency

d. Cruise Line Interlining association

25. Which organization represents the world’s hotels and restaurants?

**a. IH&RA**

b. NBTA

c. OTA

d. IATA

26. From which of the following do you think Travel Agents receive their commissions?

a. GDS

b. Corporates

c. Hotels

**d. Customers**

27. An owner manages and maintains an Apartment. The set of services provided will be referred as?

a. Commercial real estate

**b. Facilities Management**

c. Residential Real estate

d. Apartment Management

28. An airline transports Goods only. You can classify this airline in terms of load as?

a. Charter flights

b. Passenger flights

**c. Cargo flights**

d. None of the options

29. What is the full form of ATC ?

a. Air traffic Connection

b. Association of Traffic Controllers

c. Air Transit & Customs

**d. Air Traffic Control**

30. What is the full form of KDS?

a. Kitchen Dining System b. None of the options

c. Kitchen Display System d. Kitchen Data System

31. In a room reservation process what kind of information will be captured under Guest data? Select one:-

a. Name

b. Address

c. Contact Details

**d. All of the listed options**

32. Which of these is not a function of the Front Office in a hotel? Select one: - a. Bell Desk

b. Reservations

c. **Laundry**

d. Reception

33. Which of the following is not an OTA? Select one:-

a. Travelocity

b. Opodo

c. Priceless

**d. Pegasus**

34. What is the system of serving meals that are laid out and diners serve themselves? Select one:-

a. Take away

b. Self Service

**c. Buffet**

d. Dine In

35. What type of Guarantee is required by a hotel to confirm a reservation? Select one:-

a. Driver’s License

**b. Credit Card**

c. Hotel Loyalty Card

d. ID Card

36. As a hotelier, in order to track stay data what is the most common metric to be used? Select one:-

a. Inventory

b. Yield

c. Revenue

**d. Room Nights**

37. What type of rate is the advertised rate for hotel rooms? Select one:-

a. Coupon

b. Promotional

c. Negotiated

**d. Rack**

38. Full Service and limited service are the type of? Select one:-

a. GDS

b. Cruise

c. Airlines

**d. Restaurant**

39. As a Travel Agent, which of the following will be a source of revenue? Select one:-

**a. All of the listed options**

b. Commission or fee you receive from suppliers, such as airlines, hotels

c. None of the listed options

d. Selling various travel products

40. What type of restaurant would be visited by a customer who would like to experience personalized service and attention? Select one:-

**a. Quick Service Restaurant**

b. Upscale

c. Casual Dining

d. Fast Casual

41. Change from a frozen to a normal form appropriate for further processing or cooking is called: Select one:-

a. Frozen item

**b. Thaw items**

c. Processed food

d. Frozen

42. ARR stands for: Select one:-

a. None of the options

b. Availability request ratio

**c. Average room rate**

d. Average rent per room

43. What according to you are the drawbacks of a GDS that has led to the popularity of Direct Connect? Select one:-

a. Archaic systems

b. Fee charged

c. High transaction costs

**d. All of the listed options**

44. A man is moving homes and he needs a truck to move belongings. He can take the services of a car rental company. State True or False.

**a. True** b. False

45. The two major types of real estate are commercial and residential real estate. State True or False.

**a. True** b. False

46. How many revenue models are available for GDS? Select one:-

a. 1 b. 3

c. 2 **d. 4**

47. \_\_\_\_\_ primary focus is on the creation of electronic message structures to facilitate to communication between the disparate systems in the global travel industry. Select one:-

a. Travel Management Company

b. Online Travel Agents

**c. Open Travel Alliance**

d. None of the options

48. Name one major impact of internet on the travel distribution. Select one:-

a. Non Stop Flights

**b. Best Available Rate**

c. Low cost airlines

d. Direct Connect

49. The classification of airlines as international, National and Regional is based on \_\_\_\_\_\_\_. Select one:-

a. Size of company

b. Continents

**c. Markets**

d. Fares

50. \_\_\_\_\_\_\_ are less likely to purchase premium service. Select one:-

a. Corporate travelers

b. none of the options

**c. Business and Professional**

d. Leisure, recreation and holidays

51. A restaurant website needs an appealing, user-friendly design, and functionality, including accessibility and interactivity. What according to you is a special feature the website can have? Select one or more:-

**a. Nutrition information**

b. Secure transaction capability

**c. Online Ordering**

d. Virtual tour of the restaurants

52. Reservations made at the property level are usually made in the \_\_\_\_\_. Select one:-

a. CRS b. GDS

**c. PMS** d. None of the options

53. How many major GDS are there? Select one:-

a. Four **b. Nine**

c. Six d. Seven

54. An airline wants to upgrade its Fleet Management system. Which vendor should it reach out to? Select one:-

a. MAXIMUS **b. Enigma**

c. SIEBEL d. Optims

55. An Online Travel Agent allows travelers to book together and save option, allows travelers to shop for multiple components, such as Flight + Hotel, in a single search. This standard is called? Select one:-

a. Tour Pricing

b. Operator yield

**c. Dynamic Packaging**

d. Revenue Management

56. You have made reservations of hotel room via a travel agent which phase of the travel planning cycle are you in? Select One:-

a. Dream **b. Book**

c. Search d. Share

57. In the hospitality domain, hotel room prices are called “Rates’. In the travel domain what is the equivalent term for airline seats? Select one:-

a. Seat b. Flight Coupon

**c. Fare** d. Web Rate

58. An airline passenger wants extended services and better seating. What kind of airline should he opt for? Select one:-

**a. Premium Carrier**

b. Low Cost Carrier

c. All of the listed options

d. None of the options

59. Which of these is not a type of journey? Select one:-

a. Direct

**b. Domestic**

c. One way

d. Return Trip

60. Who started dynamic packing concept? Select one:-

a. Makemytrip

b. Cleartrip

c. Travelocity

**d. Expedia**