

# Hotel management questions(answer each questions with few sentences)

[Business](#), [Management](#)



Chapter 8 Review Questions Why should accounting functions be handled by different staff members? Accounting functions should be handled by different staff members so that no abuses of power can take place. If one or a couple of people are involved throughout the entire process, then they have the ability to manipulate it to their advantage. This is otherwise known as a separation of duties or segregation of duties.

2. What are some of the typical cashiering procedures?

Some of the typical cashiering procedures include counting the money in the cash drawer at the beginning and end of each new shift, closing the cash register drawer between each transaction, and recording all transactions once payment has been made. Also, cashiers are in charge of making transactions between different currencies.

3. What precautionary steps can employees take when presented with a payment card?

Some precautionary steps that employees can take include checking that the card has been signed, when the expiration date occurs, and ask for some form of identification if it is felt to be necessary. Additionally, employees can make sure that documents containing information about a payment card number only include part of it for security reasons.

4. What is the Payment Card Industry Data Security Standard? Why is it critically important? To whom does it apply?

The Payment Card Industry Data Security Standard (PCI DSS) is designed to combat computer breaches, payment card fraud, and also report identity theft. This is critically important because it adds an extra layer of security for cardholders. It applies to all merchants who accept debit or credit cards as a

form of payment. There are severe penalties for merchants who choose not to comply.

5. What is a second- or third-party check, and why do many properties choose not to accept them?

A second-party check is made out to the guest presenting the check, while a third-party check is made out to someone who then signs the check over to the guest for presentation. The reason why many properties choose not to accept these types of checks is that if the writer of the check stops payment then it can be difficult to recover any funds.

6. What questions must a property consider when accepting personal checks?

When accepting personal checks, a property should take into account whether the check is for the room and taxes only, food and beverage purchases, and will a check need to be verified after each subsequent transaction. Also, the property must decide whether or not checks from foreign bank accounts are acceptable, and will other types of checks, such as money orders, be okay.

7. How should a guests credit be denied, when necessary?

If necessary, a property should inform a guest that their credit will be denied, although it should be done in a nice manner so as to respect the guest.

Ideally, the guest should be taken aside and informed of their credit problems. All efforts should be made to cater for the guest, including allowing them to investigate the problem on their own.

8. Why are incomplete or illegible guest registration records a problem?

Incomplete or illegible guest registration records can pose a problem

because it could lead to credit problems later on. Assistance should be offered to help the guest complete a registration record so that there is less confusion.

9. What key areas are covered by a strong information technology security program?

A strong information technology system should cover accountability, system auditability, integrity of systems and data, cost effectiveness, ease of implementation, and policy compliance; there should be equal weighting given to all of these factors.

10. What tasks are internal auditors responsible for performing?

An internal auditor is responsible for checking that company policies are followed and internal controls are sufficient, offering suggestions for greater efficiency, highlight any possible red flags, and give recommendations for a better internal control environment.