



الفرقة الثانية-دراسات فندقية
الزمن : ساعتين

المادة : صحة بيئه وتلوث غذائي
التاريخ : ٢٠١٥ / ٢ / ١

Question1

Give short notes on :

42 Points

1. Biological contamination .
2. Chemical contamination.
3. potentially hazardous foods.
4. Personal Hygiene.
5. Good practices in the kitchen.
6. Thawing food safely.
7. Pest Control.

Question2

16 points

- Distinguish between the following

1. Clean and Sanitary.
2. Bacterial intoxication and bacterial infection..
3. Contamination and cross-contamination
4. Aerobes and Anaerobes Bacteria

Question3

12 points

1-What are the HACCP Principles.

2- By Using Time/Temperature Chart you will be able to track the menu items and monitor how long stayed in the danger Zone. Discuss by drawing the two cases.

Best of Wishes



Alexandria University



Faculty of Tourism & Hotels

الفصل الدراسي الثاني

يونيو ٢٠١٥

الفرقة الثانية

قسم الدراسات الفندقية

لغة أولى

امتحان اللغة الإنجليزية

I. Reading Comprehension

Read the following text and then answer the questions below.

Dubai is known for its extraordinary luxury hotels that pamper guests with tony rooms, refined international food and extra-special amenities. They are often characterized by their upscale lodging, dining, and activities; recreation and entertainment on the hotel's own property; and distinctive characteristics of the building, gardens, and sometimes history. Besides, there are certain built-in amenities such as gourmet cuisine, music recitals and shoreline trails; they also have complete shopping malls, conference centers and large entertainment halls on site.

The Burj Al Arab is a knockout from first glance with an unusual design that is built to look like a giant billowing sail reaching over ١٠٠٠ feet into the air. Come sundown, the hotel's exterior is aglow with a light show that moves across the sail-shaped structures. The hotel's interior is equally impressive with luxurious ٧-floor suites. The Royal Suite is the most opulent and features a towering ٤-poster canopy bed on a rotating pedestal and a staircase built from marble and gold. Each floor of the hotel has its own reception desk and team of butlers ready to assist you with requests, whether that's a chauffeured Rolls Royce to tour the town or reservations for a seafood feast of Caspian caviar, Tasmanian salmon with foie gras and grilled Atlantic lobster at the on-site restaurant Mahara.

As for Al Qasr's posh, classical architecture and ornate embellishments, they are designed to invoke the feelings of an upscale Sheikh's summer residence. Al Qasr is part of the larger Madinat Jumeirah resort complex with sprawling facilities and a gorgeous stretch of sand at Jumeirah beach. There are ٢٩٢ guest rooms decorated with classic Arabic flair and private patios, many with perfect ocean views. Hotel guests have full reign over the resort facilities including an impressive health club with a ٢٥-meter indoor lap pool, water sports on the beach, a decadent spa and, for the youngest guests, Sinbad's Kids Club and water-park fun at Wild Wadi.

Plan a romantic Arabian getaway at the intimate Bab Al Shams, a desert retreat just outside of Dubai. Even though there are just ١١٣ rooms, the hotel has all of the amenities of a larger resort with ٨ restaurants and bars, a stellar spa and ٣ swimming pools. Rooms look out over the vast desert or perfectly landscaped gardens, while suites also boast private sun terraces. The signature restaurant, Al Hadheerah, is an

open-air dining extravagance that resembles a classic Arabic market with a bevy of belly dancers, roaming henna artists, live music and even falcon displays. Put the perfect end to your Arabian nights with a cocktail at the rooftop Al Sarab lounge with spectacular desert views and Shisha, or hookah pipes, with a variety of flavors.

١. List all the facilities and amenities offered to the guests of these hotels?
٢. Why is the architecture of the Burj Al Arab hotel special in comparison to the other hotels?
٣. How can Bab Al Shams offer an oriental taste for guests?

Language Skills

A. Define the following terms.

hotelier – resort hotel – tangible elements – promotion – franchising – consortium – chain – staff turnover – investor – budget hotel

B. Replace the adjectives in bold with others with the same meaning.

The moment we entered the nice restaurant we began to feel great. The good smells of fine cooking reached us from the large kitchen. Quiet music and good conversation created a quiet atmosphere. A lovely waiter came over to take our order, and we sat back on nice chairs. We admired the view of the beautiful garden through the simple window. There was a special corner, with simple and basic furniture like a long soft sofa and two large armchairs.

C. Correct the GRAMMATICAL mistake in each of the following sentences.

١. All the places that tourists are visiting in Egypt are fascinated to the extent that they don't want to leave the country.
٢. Do you like working with other people or do you prefer working by your own?
٣. Chocolate gives an emotional lift as it contains many sugar.
٤. The driver near died as a result of being hit fully in the chest by a bullet.
٥. We can often accurately predict what will happen in the future.

III. Writing

- Write an ESSAY on ONE of the following topics.
 ١. Describe the job of a hotel general manager, in terms of his duties and responsibilities, qualifications and skills, advantages and disadvantages.
 ٢. There are a lot of front office operations that staff should be assigned to do so as to demonstrate their high performance skills. Elaborate

Good Luck



كلية السياحة والفنادق



جامعة الإسكندرية

قسم الدراسات الفندقية

الفرقة: الثانية

التاريخ: 2015/05/17

العام الجامعي: (2015 - 2014)

الزمن: ساعتان

مادة: ادارة الفنادق

الفصل الدراسي: الثاني

أجب عن الأسئلة التالية

الجزء الأول

Part one (35 marks)

Pease answer all the following questions

Q1: Mach column (A) with column (B) (14 marks)

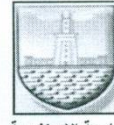
1- Children's rate	A. A concept that allows investors to use an enterprise's name and business format.
2- Airline rate	B. Provided to those top management of the same hotel chain who visit the hotel for work purpose.
3- Complimentary rate	C. Can be transformed from a bed room in night time to a living room in day time.
4- Free independent travelers (FITs)	D. Is a discount rate enjoyed by parents who bring their kids together in their hotel stay
5- Domestic tourists	E. International tourists who are purchase their own accommodation and make their own travel arrangements.
6- Studio room	F. Local residents who stay at a hotel for special occasions and functions.
7- Adjacent room	G. Two rooms that are side by side and have a connecting door between them.
8- Adjoining room	H. Rooms that are side by side, but do not have a connecting door between them.
9- Connecting rooms	I. Rooms close by or across the corridor, but are not side by side.
10- Suite	J. Offer to hotels similar benefits as franchising but at a lower cost.
11- Boutique hotels	K. A room with one or more bedrooms and a living space.
12- Group inclusive tours	L. They are sometimes known as design hotels.
13- Referrals	M. Tourists who travel together on package tours with accommodation and sometimes meals.
14- Franchising	N. The rate agreed between an individual airline and the hotel.

Q2: Put (✓) or (✗) accordingly: (14 marks)

1. City center hotels are designed for overnight stays for car travelers.
2. Convention hotels provide a large quantity of rooms as well as extensive meeting and function space for holding conventions.
3. Corporate rate offered to executive personnel who are regular guests.



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جامعة الإسكندرية

4. The franchisee in has not a complete control and responsibility over the daily operation of the property.
5. The career paths are always quite clear for employees and there are always opportunities for them to get promoted and proceed to management levels.
6. In the hotel management enterprises, the owners are not required to be involved in hotel's operations.
7. Commercial hotels are located within the heart of a city.
8. Independently owned and operated hotels are hotels with no affiliation.
9. Very Important Persons may include celebrities, frequent-stay guests, guests with security risks and top executives from enterprises.
10. In the American plan, room with 2 meals while in the modified American plan, room with 3 meals
11. Baby cot is provided to those guests who bring along with their babies.
12. Rack rate Equals to standard rate and walk-in rate.
13. Front-of-the-house refers to those departments which rarely have staff-to-guest interactions.
14. Suburban hotels tend to be larger properties and located in suburban area.

Q3: Mention only: (7 marks)

1. Types of Hotel Ownership
2. Modes of Hotel Management?

Part two (35)

1. Organizing, Staffing, Directing, and Evaluating plays a critical role in hospitality managers, **Discuss** these managerial processes (15)
2. By **Drawing**, Clarify functional departments for a Large and small hotel (5)
3. **Explain** job description and job specification for; (15)
 - Concierge
 - General Manager
 - Front Office Manager

مع أطيب الأمنيات بالتوفيق ----- د/ إسلام البيومي