

一、名詞解釋 每題各 5 分共佔總分 60%

1. Food Courts
2. Kitchen Brigade System
3. Draft Beer
4. Marketing Intelligence
5. Plate Service
6. In-house Promotion
7. Moment of Truth
8. Last-room Availability
9. Sleeper
10. Boutique Hotel
11. PMS
12. Executive floor

二、問答題 共佔總分 40%

1. Explain why **interteam dependence** is critical to **guest satisfaction** in the hospitality industry. 20 分
2. What is the **difference** between **standing rotational system** and **tight scheduling system** for scheduling the section housekeepers? 10 分
3. Can you **classify** the **lodging industry** by the **function** and **primary market**? 10 分

以下空白