

Питања за усмени испит из предмета Пословни енглески језик 1
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1. What is the hospitality industry?
2. What is the difference between *a casino hotel* and *a motel*?
3. What is the difference between an *inn* and *a hostel*?
4. Types of accommodation (besides hotels)
5. Types of hotels according to the kind of guest and location
6. Resort hotels (p.19)
7. RV parks and campsites
8. Business and conference facilities
9. Recreational and dining facilities
10. In-room facilities and entertainment facilities
11. Hotel services
12. Hotel facilities and amenities
13. Pick-up service vs valet parking attendant
14. Uniformed service department
15. Facilities for families with children p. 36
16. Dining facilities p. 30
17. Seating plans p. 44
18. The hotel guestroom p. 55
19. Furniture in the guestroom and bathroom
20. Guestroom types p. 69
21. Hotel suites p. 70
22. Main hotel departments p. 80
23. Jobs in the hospitality industry

24. The basic responsibilities of the receptionist
25. The basic responsibilities of the concierge and the valet parking attendant
26. Main responsibilities of the front office manager
27. Main responsibilities of the reservations agents
28. Main responsibilities of the housekeeping department
29. Front-of-the-house and Back-of-the-house
30. Rooms division and food and beverage division
31. Front office layout and equipment p. 90
32. Front office – the main positions p. 87
33. Bell attendant and door attendant
34. Valet parking attendant and transportation personnel
35. Concierge –duties and skills
36. Housekeeping p. 104
37. Engineering and maintenance (p.104)
38. Dry-cleaning and laundry service
39. Food and Beverage Division– the basic responsibilities and jobs
40. spa hotels and fitness centres
41. an executive suite and a penthouse
42. Check-in/registration procedure
43. The job of a chambermaid
44. The job of a carpenter, plumber, electrician
45. Honeymoon suites and executive suites p. 71
46. Junior suites and presidential suites
47. Recreational facilities and spa p. 36
48. Hotel switchboard operator p. 93

49. Accommodation arrangements in resort hotels

50. Work, job, position, working hours in the hospitality industry (pp/ 81,82)