

## POSLOVNI ENGLSKI JEZIK 5 - pitanja za usmeni deo ispita

### RESTORATERSTVO

1. Explain the process of *stock-taking* at a bar.
2. How do various cheeses differ?
3. What are the specific tasks and responsibilities of *a bartender*.
4. Describe the following types of cheese and say how they are made: *Blue cheeses* and *Hard cheeses*.
5. What is the aim of garnishing a cocktail?
6. What are the main stages in the *wine-making process*?
7. What do the following terms mean: *sparkling wine*, *vintage wine* and *fortified wine*?
8. Describe the following types of cheese and say how they are made: *Fresh cheeses* and *Soft white cheeses*.
9. List the types of glasses and say which wine types are served in each.
10. Think of three cocktails and describe the cocktail-making process.
11. What are the specific tasks and responsibilities of *a sommelier*.
12. Describe the basic steps in the process of *cheese production*.

### HOTELIJERSTVO

1. Loyalty marketing and the role of loyalty programs.
2. What is *franchising*?
3. Going for a job interview - applicant selection process.
4. Which do loyalty programs actually reward: repeat purchase behaviour or customer attitude?
5. How important is *hotel branding* in the hospitality industry?
6. The difference between a *franchiser* and a *franchisee*.
7. Explain the term of *customer retention*.
8. Explain the difference between *independent hotels* and *chain hotels*.
9. What are the specific features of a *perishable product*?
10. What are the main functions of the human resources department?
11. The advantages and disadvantages of loyalty programs for hotels.

12. In what way do benefits and incentives affect the hotel staff in a hotel?
13. Discuss the pros and cons of *franchising deals* in the hospitality industry.
14. Explain the term of *customer defection*.
15. What does the term *yield management* mean?
16. Advertising a job vacancy in a hotel - explain the basic steps and procedure.
17. Say the positive aspects of affiliated/chain hotels.
18. Recruiting the hospitality staff - what do employers look for most in applicants.
19. What is *customer dissatisfaction*? How can it be dealt with?
20. Say the positive aspects of independent hotels.