

## Unit 201: Understanding the hospitality industry

## Worksheet 1: Hospitality industry structure

1. Describe what is meant by a **multinational/global** organisation.
2. Describe what is meant by a **franchise** business operation.
3. Describe **two** different types of hospitality establishments
4. Describe the following departments commonly found in hospitality establishments:
  - Food and beverage department
  - Housekeeping