

Guest Services – First Impressions Quiz (Key)

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|--------------|--------------|--------------|
| A. Transient | C. Room type | E. Room plan |
| B. Room rate | D. Group | |

Match the correct term with each definition below by writing in the correct letter for each item.

- ___ **C** ___ 1. used to designate different configurations of hotel rooms such as smoking versus non-smoking, single bed (usually a queen or king bed) versus multiple beds (either 2 double or queen beds), or suite versus regular sleeping room
- ___ **D** ___ 2. a large sale of rooms or services, sometimes made with special rates, and often sold by sales and/or marketing department and not the front desk
- ___ **A** ___ 3. a guest that is neither a part of a group booking or a tour group - a guest that is staying as an individual and the room is booked primarily by the front desk or internet
- ___ **B** ___ 4. the amount per night that is charged for a room
- ___ **E** ___ 5. some hotels will negotiate or offer special rates - this could be for groups, such as AAA or AARP or be based on meal inclusion, such as breakfast or dinner included

When registering guests for a future stay at a hotel, what are 3 different pieces of information needed to make a reservation?

6. ___ **Arrival and departure dates** _____
7. ___ **Name and contact information** _____
8. ___ **Room type and room rate** _____

Name 3 different factors that affect room rate charge.

9. ___ **Time of year or day of week** _____
10. ___ **Room location or room type** _____
11. ___ **Discounts or group rates** _____

Name the two main methods of checking out of a hotel.

12. ___ **Front desk** _____
13. ___ **Express** _____

Name two possible methods of payment other than credit card or cash.

14. ___ **Debit card, direct billing, voucher** _____
15. ___ **Personal or business check** _____

Name 5 items that might be found on an event/meeting planner's checklist.

16. **Answers will vary.**
17. _____
18. _____
19. _____
20. _____