

Working Together: Hotel Departments Quiz

Select the correct answer for each statement.

- _____ 1. Many Bed and Breakfast places are famous for what?
 - a. home-cooked meals
 - b. Victorian décor
 - c. Limited amenities
 - d. Inexpensive room rates

- _____ 2. Which one of the following is NOT a function of hotel management?
 - a. Security
 - b. Human Resources
 - c. Purchasing & Receiving
 - d. Back Office

- _____ 3. In reference to lodging, a room price that includes meals is called a _____?
 - a. Room Rate
 - b. Rack Rate
 - c. Meal Plan
 - d. Market Rate

- _____ 4. What is the main purpose of a lodging property?
 - a. Providing entertainment
 - b. Selling sleeping rooms
 - c. Providing restaurants
 - d. None of the Above

- _____ 5. What are the main functions of the Front Desk agents?
 - a. Reservations and check-in
 - b. Check-in and clean rooms
 - c. Greet and assist guests
 - d. Check-in and Check-out

For each statement below, write the name of the department responsible for that task. Use each department twice. **Front Office, Housekeeping, Security, Sales and Marketing and Engineering**

- _____ 6. Clean the lobby of the hotel
- _____ 7. Handle reservations by fax
- _____ 8. Keep records of incidents and emergencies
- _____ 9. Take care of linen repairs
- _____ 10. Creating a brochure to promoting the hotel to potential guests
- _____ 11. Repair a leaking faucet
- _____ 12. Respond to a report of someone trying to open guest room doors
- _____ 13. Recommend places to go sightseeing
- _____ 14. Learn what guests need and want
- _____ 15. Maintain elevators