

Front Office Operations and Management

Hospitality Management · Answer Key · 15 Questions

1. What is the primary function of the Front Office department in a hotel?

- A) Managing the kitchen staff
- B) Acting as the intermediary between the hotel and guests**
- C) Handling all external marketing
- D) Maintaining the hotel's exterior grounds

2. Who is responsible for the day-to-day operations of the front office?

- A) General Manager
- B) Rooms Division Director
- C) Front Office Manager (FOM)**
- D) Reservations Manager

3. What does the Property Management System (PMS) primarily do?

- A) Cleans guest rooms
- B) Streamlines FOH and BOH operations and automates tasks**
- C) Manages the hotel's social media
- D) Organizes catering events

4. Which department is responsible for organizing staff schedules based on occupancy data?

- A) Uniformed Services
- B) Front Desk
- C) Reservations**
- D) Accounts

5. Which employee is responsible for welcoming guests and processing registrations?

- A) Night Auditor
- B) Front Desk Officer**
- C) Bellman
- D) Door Attendant

6. What is the main responsibility of the Night Auditor?

- A) Greeting guests at the door
- B) Reconciling daily financial transactions overnight**
- C) Managing room service orders
- D) Conducting room inspections

7. Which professional attribute involves maintaining composure when dealing with angry guests?

- A) Physical fitness
- B) Guest-focused
- C) Composure under pressure**
- D) Product knowledge

8. What is a 'twin room' defined as?

- A) A room with one king bed
- B) A room with two identical single beds**
- C) A room with a sofa bed
- D) A room with two double beds

9. Which room type is specifically designed for differently-abled guests?

- A) Suite
- B) Accessible room**
- C) Executive room
- D) Adjacent room

10. What does the 'American Plan' room rate include?

- A) Room only
- B) Room and breakfast
- C) Room and all three daily meals**
- D) Room and lunch only

11. What is the 'Rack Rate'?

- A) The discounted rate for groups
- B) The standard 'room only' rate**
- C) The rate including all meals
- D) The rate for the presidential suite

12. What is the definition of a 'connecting room'?

- A) Two rooms that are side by side with a connecting door**
- B) Rooms located on different floors
- C) Two rooms that share a bathroom but have no door
- D) Rooms that are across the corridor from each other

13. Which role is tasked with building personalized relationships with VIP guests?

- A) Switchboard operator
- B) Guest service agent**
- C) Bellman
- D) Night auditor

14. What is the primary function of the switchboard operator?

- A) Managing luggage
- B) Handling incoming and outgoing phone calls**
- C) Cleaning the lobby
- D) Managing room inventory

15. Which report evaluates the revenue of each hotel department?

- A) Arrival report
- B) Manager report**
- C) Daily sales report
- D) Departure report