

Hotel Front Office Operations

Hospitality Management · Answer Key · 15 Questions

1. What is a guaranteed reservation?

- A) A room held without payment
- B) A room held with advance payment**
- C) A room offered for free
- D) A room for staff only

2. Which room is typically the largest and most expensive in a hotel?

- A) Standard room
- B) Accessible room
- C) Presidential Suite**
- D) European Plan room

3. What are the four phases of the guest cycle?

- A) Inquiry, Booking, Stay, Exit
- B) Pre-arrival, Arrival, Occupancy, Departure**
- C) Registration, Rooming, Billing, Review
- D) Marketing, Sales, Service, Audit

4. Which department manages the hotel's financial transactions and guest credit limits?

- A) Housekeeping
- B) Front Office
- C) Sales and Marketing
- D) Accounting**

5. What is a 'no-show'?

- A) A guest who arrives early
- B) A guest who cancels in advance
- C) A guest who does not arrive for their reservation**
- D) A guest who checks out late

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

- A) Presidential Suite
- B) Accessible room**
- C) Standard room
- D) Group room

7. What information is primarily used by the Sales and Marketing department from the FO?

A) Employee salaries

B) Guest profiles

C) Housekeeping schedules

D) Room keys

8. What does the housekeeping department coordinate with the front office?

A) Financial audits

B) Room status reports

C) Marketing strategies

D) Guest transportation

9. What is the main function of a Property Management System (PMS)?

A) Managing guest bookings and billing

B) Cooking meals

C) Cleaning rooms

D) Booking flights

10. Which credit card typically starts with the number 4?

A) Mastercard

B) American Express

C) Visa

D) UnionPay

11. What does the acronym MICE stand for in the context of hotel groups?

A) Meetings, Incentives, Conventions, and Exhibitions

B) Management, International, Corporate, Events

C) Modern, Interior, Comfort, Estates

D) Marketing, Information, Communication, Entry

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

A) Night Auditor

B) Front Office Manager

C) Housekeeping Supervisor

D) Travel Agent

13. What is the primary role of the Night Auditor?

A) Cleaning the lobby

B) Reconciling daily financial transactions

C) Greeting guests at check-in

D) Managing room assignments

14. What document does a travel agency provide to a guest for hotel check-in?

A) Credit card statement

B) Hotel voucher

C) Direct billing invoice

D) Passport

15. What is the 'European Plan' in hotel terminology?

A) A rate including all meals

B) A rate covering the room only

C) A luxury suite booking

D) A group discount rate