

Hotel Front Office Operations

Hospitality Management · Practice Test · 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