

Hotel Front Office Operations and Guest Cycle Quiz

Hospitality Management · Answer Key · 16 Questions

1. What type of hotel reservation guarantees room blockage after payment and incurs charges even if the guest is a no-show?

- A) Non-guaranteed Reservation
- B) Guaranteed Reservation**
- C) Advance Inquiry
- D) Conditional Reservation

2. Which room type is typically the largest and most expensive in a hotel, featuring high-quality amenities and custom-made services?

- A) Executive Suite
- B) Presidential Suite**
- C) Accessible Room
- D) Deluxe Room

3. Which phase of the guest cycle involves initial interactions such as inquiries, making a booking, and arranging pick-up services?

- A) Pre-arrival**
- B) Arrival
- C) Occupancy
- D) Departure

4. Registration, room allocation, issuing keycards, and welcoming guests take place during which stage of the guest cycle?

- A) Pre-arrival
- B) Arrival**
- C) Occupancy
- D) Departure

5. Handling local travel arrangements, foreign currency exchange, and guest requests occurs during which guest cycle phase?

- A) Pre-arrival
- B) Arrival
- C) Occupancy**
- D) Departure

6. Which guest cycle phase involves processing guest payments, luggage handling, and arranging transportation assistance (drop service)?

- A) Pre-arrival
- B) Arrival
- C) Occupancy
- D) Departure**

7. What does the 'European Plan' (EP) room rate cover?

- A) Room and all meals
- B) Room and breakfast only
- C) Room charge only**
- D) Room and airport transfer

8. What does the acronym 'FIT' stand for in hotel reservation terms?

- A) Frequent Individual Traveler
- B) Free Individual Traveler**
- C) Foreign Independent Tourist
- D) Fixed Interval Traveler

9. What category of group booking stands for Meetings, Incentives, Conventions, and Exhibitions?

- A) MICE**
- B) FIT
- C) VIP
- D) LOA

10. Which form of guaranteed reservation requires the guest to pay the complete room amount prior to arrival?

- A) Advance Deposit
- B) Pre-payment**
- C) Direct Billing
- D) City Ledger

11. What key feature should an accessible room have to accommodate differently abled guests and seniors?

- A) High-floor balcony
- B) Safety bars and emergency buttons**
- C) Mezzanine floor layout
- D) Customized minibar

12. Which hotel department coordinates directly with the front office regarding room status, availability, and discrepancies?

- A) Human Resources
- B) Sales and Marketing
- C) Housekeeping**
- D) Accounting

13. What software tool facilitates the effective distribution of hotel room inventory and rates across multiple online booking channels?

- A) Property Management System
- B) Channel Manager**
- C) Night Audit System
- D) Central Reservation System

14. If a hotel is fully booked when a guest requests a reservation, what should the reservation agent do?

- A) Hang up immediately
- B) Politely deny the booking and suggest an alternative nearby property**
- C) Place the guest on hold indefinitely
- D) Accept the booking anyway and overbook

15. Who occupies the top position in the front office department organizational structure?

- A) Night Auditor
- B) Front Office Manager (FOM)**
- C) Executive Housekeeper
- D) General Cashier

16. Who is primarily responsible for reconciling daily financial transactions overnight and acting as the night shift desk clerk?

- A) General Accountant
- B) Front Desk Associate
- C) Night Auditor**
- D) Sales Manager