Working Together: Hotel Departments Quiz (Key)

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**

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