Working Together: Hotel Departments Quiz

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

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