Hotel Technology Tools Quiz (Key)

The stages of the hotel guest service cycle are listed below.

P – Pre-arrival
A – Arrival
O – Occupancy
D – Departure

Match the correct cycle with each statement below by writing in the correct letter for each item.

1. Door key coding and issuance
2. Spa services are added to guest’s folio
3. Assure all charges have been added to guest folio
4. Hotel website accessed for directions to hotel
5. Transportation services arranged to take guest to amusement park
6. Reservation
7. Payment received from guest with a credit card
8. Luggage taken to guest room

Match the correct term with each definition below by writing in the correct letter for each item.

A. Reservations
B. Front Office
C. Front Desk
D. Security
E. Check guests in and out
F. Housekeeping
G. Sell Rooms
H. Property Management
I. Engineering
J. Communication
K. Uniformed Services
L. Point-of-sale system

9. E_____ What is the main duty for the front desk agent?
10. G_____ What is the main business of a lodging property?

What are the four main functions of the Rooms Division?


What are the four main functions of the Front Office?

15. A_____ 16. C_____ 17. J_____ 18. K_____ 19. H_____ What is the name of the system that is used to manage a hotel?

20. L_____ What is the name of the system that will be used to add charges to a guest’s folio from other locations besides the front desk?