Hotel Technology Tools Quiz

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

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

What are the four main functions of the Rooms Division?

11. ______ 12. ______ 13. ______ 14. ______

What are the four main functions of the Front Office?

15. ______ 16. ______ 17. ______ 18. ______

19. ______ What is the name of the system that is used to manage a hotel?
20. ______ 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?