Guest Services – First Impressions Quiz (Key)

A. Transient  C. Room type  E. Room plan
B. Room rate  D. Group

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

C  1. used to designate different configurations of hotel rooms such as smoking versus non-smoking, single bed (usually a queen or king bed) versus multiple beds (either 2 double or queen beds), or suite versus regular sleeping room

D  2. a large sale of rooms or services, sometimes made with special rates, and often sold by sales and/or marketing department and not the front desk

A  3. a guest that is neither a part of a group booking or a tour group - a guest that is staying as an individual and the room is booked primarily by the front desk or internet

B  4. the amount per night that is charged for a room

E  5. some hotels will negotiate or offer special rates - this could be for groups, such as AAA or AARP or be based on meal inclusion, such as breakfast or dinner included

When registering guests for a future stay at a hotel, what are 3 different pieces of information needed to make a reservation?

6. ___ Arrival and departure dates__________
7. ___ Name and contact Information________
8. ___ Room type and room rate__________

Name 3 different factors that affect room rate charge.

9. ___ Time of year or day of week__________
10. ___ Room location or room type__________
11. ___ Discounts or group rates____________

Name the two main methods of checking out of a hotel.

12. ___ Front desk________________________
13. ___ Express___________________________

Name two possible methods of payment other than credit card or cash.

14. ___ Debit card, direct billing, voucher__________
15. ___ Personal or business check____________

Name 5 items that might be found on an event/meeting planner’s checklist.

16. Answers will vary.
17.
18.
19.
20.