Guest Services – First Impressions Quiz

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.

____  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

____  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

____  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

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

____  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. _____________________________________________
7. _____________________________________________
8. _____________________________________________

Name 3 different factors that affect room rate charge.

9. _____________________________________________
10. _____________________________________________
11. _____________________________________________

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

12. _____________________________________________
13. _____________________________________________

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

14. _____________________________________________
15. _____________________________________________

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

16. _____________________________________________
17. _____________________________________________
18. _____________________________________________
19. _____________________________________________
20. _____________________________________________