Name_____Period_____Date_____

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.

__A__   1. Door key coding and issuance

__O__   2. Spa services are added to guest's folio

__D__   3. Assure all charges have been added to guest folio

__P__   4. Hotel website accessed for directions to hotel

__O__   5. Transportation services arranged to take guest to amusement park

__P__   6. Reservation

__D__   7. Payment received from guest with a credit card

__A__   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	System	
E. Check guests in and out	I. Engineering	

  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?
11. __B____   12. ___D___   13. ___F___   14. __I____

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?