

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 System | 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?