

Working Together: Hotel Departments Quiz (Key)

Select the correct answer for each statement.

- a 1. Many Bed and Breakfast places are famous for what?
- a. home-cooked meals
 - b. Victorian décor
 - c. Limited amenities
 - d. Inexpensive room rates
- d 2. Which one of the following is NOT a function of hotel management?
- a. Security
 - b. Human Resources
 - c. Purchasing & Receiving
 - d. Back Office
- c 3. In reference to lodging, a room price that includes meals is called a _____?
- a. Room Rate
 - b. Rack Rate
 - c. Meal Plan
 - d. Market Rate
- b 4. What is the main purpose of a lodging property?
- a. Providing entertainment
 - b. Selling sleeping rooms
 - c. Providing restaurants
 - d. None of the Above
- d 5. What are the main functions of the Front Desk agents?
- a. Reservations and check-in
 - b. Check-in and clean rooms
 - c. Greet and assist guests
 - d. Check-in and Check-out

Name _____ Period _____ Date _____

For each statement below, write the name of the department responsible for that task. Use each department twice. **Front Office, Housekeeping, Security, Sales and Marketing and Engineering**

- ___ *Housekeeping* ___ 6. Clean the lobby of the hotel
- ___ *Front Office* ___ 7. Handle reservations by fax
- ___ *Security* ___ 8. Keep records of incidents and emergencies
- ___ *Housekeeping* ___ 9. Take care of linen repairs
- ___ *Sales and Marketing* ___ 10. Creating a brochure to promoting the hotel to potential guests
- ___ *Engineering* ___ 11. Repair a leaking faucet
- ___ *Security* ___ 12. Respond to a report of someone trying to open guest room doors
- ___ *Front Office* ___ 13. Recommend places to go sightseeing
- ___ *Sales and Marketing* ___ 14. Learn what guests need and want
- ___ *Engineering* ___ 15. Maintain elevators