

Guest Services – First Impressions Quiz

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

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 a event/meeting planner's checklist.

- 16. _____
- 17. _____
- 18. _____
- 19. _____
- 20. _____