

SECOND PERIODICAL TEST IN TLE(FOS) 10

NAME: _____ GR.& SEC. _____ SCORE: _____

Directions: Match Column A with column B. Write your answer in the blank.

- | A | B |
|--|---|
| _____ 1. Electronic Funds Transfer at Point of Sale. | A. Front Office |
| _____ 2. Summary of feedback. | B. Occupancy |
| _____ 3. It means the hotel is full. | C. EFTPOS |
| _____ 4. Settlement of the guest's account | D. Purpose of a guest departure procedure |
| _____ 5. Guest feedback summary | E. Guests are received and welcomed |

Directions: Read each question carefully and choose the best answer and write your answer in the blank.

- _____ 6. A machine for printing text or pictures onto paper.
A. fax machine C. telephone
B. printer D. photocopier
- _____ 7. All are procedures in the guest registration except
A. Check if the guest is holding a reservation
B. Offer a warm welcome
C. Fill out the arrival register
D. Move the guest
- _____ 8. It is a principle of good service that implies not leaving the guest unattended.
A. extended services C. attitude
B. streamlined procedure D. prompt attention
- _____ 9. A sequence in the Front Office service wherein they are responsible in the updating of room status and preparing guest folios
A. Bellboy C. desk clerk
B. cashier D. reservation clerk
- _____ 10. It is used to review evaluations of the recent past and expectations of the future.
A. reservation C. procedure
B. handover D. performance evaluation
- _____ 11. It is where the guest registers the arrival and departure of guests being done and guests are received and welcomed.
A. reservation C. reception
B. concierge D. booking
- _____ 12. The 24-hour clock starts at:
A. midnight C. morning
B. afternoon D. nighttime
- _____ 13. It happens when staff from the finishing shift tell the staff on the next shift what happens and what requests are made during the shift.
A. reception C. booking

- _____ B. handover D. shift
- _____ 14. It is a process of extension of staff except
A. change the status of room C. regular guest
B. check availability D. re-room the guest
- _____ 15 They are all payment options except
A. cash C. direct charging
B. traveler's cheque D. credit
- _____ 16. It is a report that lists the status of every guest room for the day.
A. occupancy report C. room status report
B. special request report D. arrival list
- _____ 17. In the sequence of front office service, they assist guests for checkout.
A. cashier C. doorman or bellboy
B. bellboy and housekeeping D. desk clerk
- _____ 18. Guest could make future bookings or changes to current ones.
A. booking C. reservation
B. updating D. complaint
- _____ 19. It means the cheapest room rate available.
A. FOC C. Bump
B. ETA D. BAR
- _____ 20. It means things included in the bill, such as room and breakfast or use of the gym.
A. reservation process C. advance reporting
B. management technology D. booking system
- _____ 21. It is an electronic device for storing and processing data
A. fax machine C. photocopier
B. computer D. Key card
- _____ 22. It means registering guests by checking and collecting guest information.
A. closed dates C. early departure
B. check out D. check-in
- _____ 23. A shift in reception occurred from 15:00 hrs to 23.30 hrs.
A. night shift C. mid-shift
B. afternoon shift D. morning shift
- _____ 24. Another procedure used for complete registration except:
A. Establishes what is wrong with them
B. issue keys
C. confirm guest details
D. process payment
- _____ 25. It is a principle of good service that happens when a rule or procedure does not apply to every guest.
A. extended services C. streamlined procedure
B. prompt attention D. attitude
- _____ 26. It refers to the renting of a short-term dwelling. People who travel and stay away from home for more than a day need lodging for sleep, rest, food, safety, shelter from cold temperatures or rain, storage of luggage, and access to common household functions.
A. Hotel C. Motel
B. lodge D. All of them
- _____ 27. It is a very important department in the hotel, making direct contact with the guest its main function is to Check-in, and Check-out the guest, answer Telephone, Finance & Cashiering, do Foreign Exchange, Room Assignment, Inquiries, etc.

- A. Manager
 B. salesclerk
 C. Reservation Agent
 D. Front Desk
- ____ 28. It is the nerve center of a hotel. It can be defined as the front of the housing department located around the foyer and the lobby area of a hospitality property.
 A. Frontdesk
 B. Front Office
 C. Restaurant
 D. Housekeeping[Category]
- ____ 29. Responds to Reservation Requests and create Reservation Records.
 A. Manager
 B. Reservation Agent
 C. housekeeper
 D. Night Auditor
- ____ 30. The highest published rate a hotel can charge to a specific room.
 A. rack rate
 B. package rate
 C. corporate rate
 D. industry rate
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 C. Restaurant
 D. Housekeeping[Category]
- ____ 32. Responds to Reservation Requests and create Reservation Records.
 A. Manager
 B. Reservation Agent
 C. housekeeper
 D. Night Auditor
- ____ 33. It is the maximum reasonable distance traveled in one day.
 A. Journey Segment
 B. Journey
 C. Junction Points
 D. Junction
- ____ 34. A room is good for two people.
 A. Single Room
 B. Twin Room
 C. Family Room
 D. Double Room
- ____ 35. It is also known as the "Front of the House".
 A. Administrative and Rooms Division
 B. Food and Beverage Division
 C. Rooms and Food and Beverage Division
 D. Food and beverage and Administrative
- ____ 36. The telephone should be answered after the;
 A. 3 rings
 B. 5 rings
 C. 4 rings
 D. 2 rings
- ____ 37. They manage and maintain guest folios.
 A. reservation agent
 B. night auditor
 C. cashier
 D. front desk
- ____ 38. It is the precursor of the modern hotel.
 A. Tremont House
 B. City Hotel
 C. Statler Hotel
 D. Marriot Hotel
- ____ 39. It is a place where one life or stays temporarily.
 A. office
 B. administration
 C. pool
 D. lodging
- ____ 40. One should be ready to work at the station ____ before schedule.
 A. 10 minutes
 C. 15 minutes
- ____ 41. It is a room with two beds.
 A. Twin Room
 B. Single Room
 C. Family Room
 D. Double Room
- ____ 42. It is the most essential part of the reservation.

- A. occupancy
B. availability
C. booked
D. lodging
- ____ 43. They are known as tavernas;
A. Rome
B. Egypt
C. China
D. Persia
- ____ 44. They are the details one should ask during reservation except;
A. date of arrival
B. the name of the client
C. room type
D. age
- ____ 45. They are concerned with food preparation and service.
A. rooms division
B. administrative division
C. food and beverage division
D. front office department
- ____ 46. Room rate designation for short time or for half day conference that requires a sleeping facility.
A. seasonal rate
B. half-day rate
C. package rate
D. government rate
- ____ 47. They are food outlets in the hotel except;
A. restaurant
B. kitchen
C. banquets and catering
D. spa
- ____ 48. It means they are not in guest contact areas and most of them are not dealing with the guest.
A. back of the house
B. front liners
C. front of the house
D. concessionaire
- ____ 49. They are all duties of front office personnel except;
A. concierge
B. reservation agent
C. housekeeper
D. door attendant
- ____ 50. They are usually offered during the lean season, which is much lower than the rack rate during "in season".
A. volume account rate
B. industry rate
C. weekly weekend rate
D. seasonal rate
- ____ 51. A Guest folio consist of data of the customer except:
A. consumption
B. room blocking
C. charges
D. balance
- ____ 52. It is a reservation system that provides secure online payment portal.
A. channel management system
B. advance reporting
C. online payment processing
D. automatic communications
- ____ 53. It is a computerized network that enables transactions between the travel industry, airlines, hotels, car rentals and service providers.
A. Central reservation system
B. property management system
C. internet distribution system
D. global distribution system
- ____ 54. They are all sources of reservation except
A. letters
B. personal, approach
C. travel agent
D. companies/corporate
- ____ 55. It is a mode of reservation via different platforms like Facebook, Twitter, Instagram, etc.
A. web
B. letter
C. internet
D. social media
- ____ 56. It is an agreement that the hotel holds a room for a guest until the guest arrives.
A. confirmed reservation
B. guaranteed reservation
C. regular reservation
D. partial reservation
- ____ 57. They are all benefits of the booking system except

- A. less work for the front office C. online payment processing
B. less complicated data gathering D. lessen the chances of losing a reservation
- _____ 58. The night audit menu contains data on, except:
A. room blockings C. trial audit report
B. various accounts D. point of sales
- _____ 59. It is a collection of more than 2000 internet reservation systems, travel sites or travel portals.
A. global distribution system C. internet distribution system
B. central reservation system D. property management system
- _____ 60. They are all methods of guaranteed reservation except:
A. in-house voucher C. credit card
B. letter D. corporate accounts

