

Quiz & Worksheet - Hotel Front Desk's Role

1. The hotel front desk is the what of a hotel?

- ☐ The reception area
- ☐ The administrative support office
- ☐ The room service department
- ☐ The housekeeping area

2. When a guest or potential guest first enters a hotel, what is the hotel front desk person expected to do?

- ☐ Call the owner
- ☐ Charge the guest for his stay
- ☐ Take a reservation
- ☐ Greet the person

3. When a current guests calls the front desk, what is the front desk person supposed to do?

- ☐ Call the owner
- ☐ Redirect to housekeeping
- ☐ Answer questions and redirect as necessary
- ☐ Take a reservation

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Hospitality Front Office Multiple Choice Questions

Mike Jess



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