

## 7067 RECEPTION OPERATIONS AND SERVICES SAMPLE MULTIPLE CHOICE QUESTIONS

### COMPLEX 1 – CERTIFICATE IN RECEPTION OPERATIONS AND SERVICES

Sample questions provided are intended to indicate the style and content students should expect in examination papers. Some questions may be out of date and none of the sample questions will be used in the actual examinations.

#### Component 001 – Reception operations and services principles 1

##### Unit 1

The **best** procedure for dealing with an unidentified parcel in the lobby is to

- a move it without delay outside
- b put it without delay in a bucket of water
- c alert the Security Officer**
- d report it to the police.

##### Unit 2

It is important that a receptionist is always willing to help a client because

- a they may leave a good tip
- b it is good customer service**
- c the supervisor may be watching
- d the client may be someone important.

##### Unit 3

Which one of the following is **most** important in a receptionist, to ensure good personal presentation?

- a Clothes that are colourful.
- b Shoes that are fashionable.
- c Clothes that are neat and clean.**
- d Jewellery that is fashionable.

##### Unit 4

Staff should be allowed to use front office machinery and equipment only when they have

- a completed the company induction programme
- b worked in the organisation for a month
- c received relevant training**
- d read the instructions.

### Unit 5

Which one of the following is the **greatest** potential fire hazard area in a hotel?

- a **Kitchen.**
- b Conference room.
- c Restaurant.
- d Lounge and bar.

### Unit 6

The **most** important task for a receptionist when receiving and welcoming guests is to

- a check their departure date
- b take a deposit
- c **identify their needs**
- d open the bill.

### Unit 7

Correspondence in chronological order is filed

- a in alphabetical order
- b according to the town or county
- c **in strict date order**
- d according to the subject matter.

### Unit 8

The **most** efficient and quick means of guaranteeing a booking to a hotel is

- a by telephone
- b in writing
- c by voucher
- d **by fax.**

### Unit 9

In order to open a bill for a guest it is necessary to know their

- a name, home address and telephone number
- b **name, room number and room rate**
- c room number, payment method and home address
- d payment method, date of birth and telephone number.

### Unit 10

The **main** reason for a receptionist to be familiar with the rooms allocated to guests is because it

- a **is a form of good salesmanship**
- b makes the work more enjoyable
- c helps the housekeeping department
- d reduces the likelihood of overcharging.

## COMPLEX 2 – DIPLOMA IN RECEPTION OPERATIONS AND SERVICES

### Component 011 – Reception operations and services principles 2

#### Unit 1

The **main** reason that electronic/computerised key systems are installed to guests rooms is that

- a they are cheaper
- b the keys are easier to carry
- c the keys can be stored more easily
- d it is more secure.**

#### Unit 2

Which one of the following is **most** appropriate with regard to a customer who has been moved, at their request, to a less noisy room?

- a They should be charged extra when they leave.
- b They should be noted as 'difficult' in the customer record book.
- c No further action need be taken.
- d They should receive a follow-up call to confirm the room is okay.**

#### Unit 3

Which of the following is/are the **most** important factor(s) to have in mind when choosing footwear for use in reception?

- 1 Latest fashion.
  - 2 Style.
  - 3 Manufacture.
  - 4 Comfort.
- 
- a 1 only.
  - b 2 and 3.
  - c 2 and 4.**
  - d 4 only.

#### Unit 4

Which one of the following is correct about faulty equipment?

- a It should be reported at once because safety and efficiency are affected.
- b It must be reported in due course, but it is not a priority.**
- c There is no point reporting it until the engineer is present to inspect it.
- d It should be left to the engineer to discover during routine checks.

### Unit 5

The **main** advantage of using metal waste paper bins is that they

- a look most attractive
- b will not ignite if rubbish catches fire**
- c will not rust if rubbish is wet
- d are the cheapest.

### Unit 6

The Receptionist needs to identify any special needs of guests during the receiving and welcoming stage. The **most** important thing about this is that it should be done

- a tactfully.**
- b in a sociable way.
- c quickly.
- d only if guests raise it themselves.

### Unit 7

The **main** advantage of using a word processor rather than a typewriter for an arrival list is that

- a the list can easily be updated**
- b the list will look professional
- c several copies can be made of the list
- d the list can be made in advance.

### Unit 8

Half-board tariff will usually include

- a room and buffet lunch
- b room and breakfast
- c room, breakfast and one main meal**
- d room, breakfast, and two main meals.

### Unit 9

Guest accounts on a tabular ledger are charged

- a daily**
- b weekly
- c at the close of the guest's stay
- d when the guest leaves the hotel.

### Unit 10

Marketing information is **most** often collected from customers

- a by research
- b through travel agents
- c while registering**
- d during the stay.