

City Guilds

Multiple choice questions

SAMP.

Paper number	Examination	Date
7067-01-001	Reception Operations and Services	Date a
Series	Paper	Time
	Reception Operations and Services Principles	2 hour

You should have the following for this examination
this question book
an answer sheet
an HB pencil

**THIS QUESTION BOOK IS THE PROPERTY OF CITY & GUILDS OF LONDON INSTITUTE
IT IS TO BE RETURNED AFTER THE EXAMINATION**

Read the following notes **BEFORE** you answer any questions.

- You must use an HB PENCIL to complete ALL parts of the answer sheet.
- Each question shows FOUR possible answers (lettered 'a', 'b', 'c' and 'd'); only one is correct.

Decide which one is correct and mark your answer on the ANSWER SHEET with your HB pencil.

For example, if you decide 'c' is correct, mark your answer like this

1	<input type="radio"/> a	<input type="radio"/> b	<input checked="" type="radio"/> c	<input type="radio"/> d
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If you want to change your answer, cancel your first choice by filling in the lower half of the box like this

<input checked="" type="radio"/> c

Then mark the answer which you have now decided is correct.

- Any calculations or rough work can be done in this question book.
- Attempt all questions; if you find a question difficult, leave and return to it later.

The above instructions appear on the actual examination paper.

This paper only provides some specimen questions to give an example of the actual paper.

The actual paper contains 60 questions.

7067-01-001 Reception Operations and Services

- 1 A wallet has recently been handed in to reception. What action should the receptionist take if a guest claims it?
 - a Return the wallet to the guest without question.
 - b Ask the guest to describe the wallet and its contents.
 - c Refer the guest to the General Manager.
 - d Request the guest to show their key card.

- 2 The master key is most likely to be held by the
 - a room maid
 - b floor waiter
 - c general manager
 - d head housekeeper.

- 3 Which one of the following customer requests should be classed as urgent at check in?
 - a A cold drink.
 - b Extra writing paper.
 - c An extra pillow.
 - d A video.

- 4 If customers request a discount from you because they are staying a month, you should
 - a try to dissuade them
 - b give them their keys and tell them the management will contact them in due course
 - c give them their keys and tell them the request will be considered at the end of their stay
 - d refer them immediately to a senior member of staff.

- 5 A receptionist should wear a clean uniform each day in order to
 - a create a good impression of the hotel.
 - b make the receptionist look fashionable.
 - c make the receptionist look attractive to the opposite sex.
 - d conform to hygiene requirements.

7067-01-001 Reception Operations and Services

- 6 If a guest discovers a broken electric plug in a bedroom the receptionist should
- a go to the room and replace the plug
 - b ask the guest to replace the plug
 - c inform the maintenance engineer
 - d call the duty manager.
- 7 The MOST important reason that electric cable should not run under carpet is because
- a someone may trip over the bump
 - b the carpet will wear unevenly
 - c the wire may fray and catch fire
 - d it will look unprofessional.
- 8 The main purpose for taking a credit card imprint when a guest checks into a hotel is so that
- a the guest can spend freely without worry
 - b the hotel can charge the guest's account should the guest depart without checking out
 - c foreign guests can avoid the inconvenience of changing currency
 - d extras can be added to the guest's account with minimum delay.
- 9 A message taken for a hotel guest in his/her absence should be
- a put under the door
 - b placed with the key
 - c kept by the receptionist
 - d kept with the bill.
- 10 Which one of the following is most likely to be classed as a VPO or disbursement?
- a Newspapers.
 - b Room service.
 - c A restaurant meal.
 - d Room charges.

7067-01-001 Reception Operations and Services

- 11 Petty cash would usually be used to
- a settle a creditor's monthly account
 - b make a large refund to a guest
 - c clear the general manager's hospitality bill
 - d purchase a bunch of flowers for a VIP.
- 12 Room only rates are usually used in
- a city hotels used by business guests
 - b country house hotels used by tourists
 - c resort hotels used by families
 - d small guest houses used by an elderly guest.
- 13 Which reservation system uses arrows to record the day of arrival to the day of departure?
- a Density chart.
 - b Conventional chart.
 - c Bedroom book.
 - d Whitney rack.
- 14 The purpose of an adjustment on a tabular ledger is to show
- a a debit
 - b a credit
 - c an asset
 - d a liability.
- 15 The best sales opportunities for reception when a guest is leaving is to
- a suggest use of the bar
 - b suggest a future reservation
 - c suggest a packed lunch
 - d offer free giveaways.

7067-01-001 Reception Operations and Services

Answers

- 1 B
- 2 D
- 3 A
- 4 D
- 5 A
- 6 C
- 7 C
- 8 B
- 9 B
- 10 A
- 11 D
- 12 A
- 13 B
- 14 B
- 15 B

City & Guilds

Multiple choice questions

SAMPLE

Paper number 7067-02-011	Examination Diploma in Reception Operations and Services	Date Date as advise
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Series	Paper Reception Operations and Services Principles	Time 2 hours
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You should have the following for this examination
this question book
an answer sheet
an HB pencil

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- You must use an HB PENCIL to complete ALL parts of the answer sheet.
- Each question shows FOUR possible answers (lettered 'a', 'b', 'c' and 'd'); only one is correct.

Decide which one is correct and mark your answer on the ANSWER SHEET with your HB pencil.

1	a	b	c	d
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For example, if you decide 'c' is correct, mark your answer like this

If you want to change your answer, cancel your first choice by filling in the lower half of the box like this

-c-

Then mark the answer which you have now decided is correct.

- Any calculations or rough work can be done in this question book.
- Attempt all questions; if you find a question difficult, leave and return to it later.

The above instructions appear on the actual examination paper.
This paper only provides some specimen questions to give an example of the actual paper.
The actual paper contains 60 questions.

7067-02-011 Reception Operations and Services Principles

- 1 The main reason that electronic/computerised key systems are installed for entry to guests' rooms is that
 - a the keys are cheap to manufacture
 - b the keys are easier to carry
 - c the keys can be stored more easily
 - d the system is more secure.

 - 2 The receptionist receives a telephone call from a female who claims to be the wife of the VIP in room 7006. The caller wishes to speak to the VIP. What action should the receptionist take ?
 - a Put the call through immediately.
 - b Ask the caller to ring back later.
 - c Contact the VIP before transferring the call.
 - d Deny that the VIP is staying at the hotel.

 - 3 Satisfied customers will usually inform their friends by word of mouth. This is known as
 - a advertising
 - b promotion
 - c recommendation
 - d chance customers.

 - 4 Which ONE of the following is most likely to lead to staff DISSATISFACTION ?
 - a A busy workday.
 - b Limited facilities.
 - c Requirement to use sophisticated computer programmes.
 - d Poor leadership.
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7067-02-011 Reception Operations and Services Principles

- 5 A guest reports a faulty TV at 23.00H and the hotel engineer is not on duty. The receptionist should
- a ask the duty manager to visit the room
 - b list the problem in the maintenance book
 - c inform the guest that there is a TV lounge
 - d visit the room immediately to attempt the repair.
- 6 A fire blanket is most frequently used to control fires on the
- a linen room
 - b kitchen
 - c bedrooms
 - d dining room.
- 7 It is usual for large hotels to allocate room numbers for tour groups
- a shortly before they arrive
 - b as they check-in
 - c when they make the booking
 - d at the end of the month.
- 8 The first action a receptionist should take when dealing with a NO TRACE RESERVATION is to
- a start the reservation procedure again
 - b check all the correspondence
 - c immediately inform the General Manager
 - d offer the guest accommodation in a local hotel.
- 9 A receptionist who doubts the validity of a guest's credit card should initially refer to the
- a guest's bank
 - b shift leader
 - c credit card company
 - d duty manager.
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7067-02-011 Reception Operations and Services Principles

- 10 Reservations most likely to be made in person would be by
- a travel agents
 - b individuals
 - c business houses
 - d tour operators.
- 11 A reservation number is always used when operating a
- a computerised system
 - b free sale agreement
 - c block allocation
 - d manual reservation system.
- 12 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.
- 13 Guest bills should be finalised
- a the night before departure
 - b first thing in the morning of departure
 - c after breakfast on the day of departure
 - d at the time the guest is ready to leave.
- 14 A BUDGET hotel in a resort location aims to attract its customers MAINLY by its
- a location
 - b service
 - c price
 - d room standards.

7067-02-011 Reception Operations and Services Principles

- 15 The best way of ensuring a sale to a chance customer is to
- a tell them there is only one room left
 - b show them the hotel promotional leaflets
 - c tell them they must make up their mind immediately
 - d show them the room and services.

7067-02-011 Reception Operations and Services Principles

Answers

- | | |
|----|---|
| 1 | D |
| 2 | C |
| 3 | C |
| 4 | D |
| 5 | A |
| 6 | B |
| 7 | A |
| 8 | B |
| 9 | C |
| 10 | B |
| 11 | A |
| 12 | A |
| 13 | D |
| 14 | C |
| 15 | D |

City Guilds

Sample questions

Paper number	Examination	Date as advised
7067-03-021	Advanced Diploma in Reception Operations and Services	
Series	Paper	
	Reception Operations and Services Principles	

You should have the following for this examination
one answer book

Answer all 10 questions.

All questions carry equal marks. The maximum mark for each section within a question is shown.

Use large, clearly labelled diagrams or sketches wherever these will help your answers.

The above instructions appear on the actual examination paper.
This paper provides some specimen questions to give an example of the actual paper.
The actual paper contains 10 questions.

See next page

7067-021 Reception Operations and Practice

- Q1** A junior member of staff has accepted a briefcase for storage from a client who stated that he was due to check in tonight.
- Neither the arrivals list nor the correspondence shows any trace of the client having made a reservation.
- a** Outline the safety and security implications of this incident. 6 marks
 - b** State the action which should now be taken with regard to the client and his briefcase. 6 marks
 - c** State the procedures which should be put in to place for the future. 8 marks
- Q2** Guest accounting procedures are an important part of the reception function. You are responsible for ensuring that these are maintained accurately and efficiently
- a** A trainee is unable to balance the tabular ledger. Explain the main errors that could have contributed to this. 12 marks
 - b** Explain how a comprehensive knowledge of the tab will help the understanding of a computerised system. 8 marks
- Q3** As a supervisor responsible for staff training in the front office you are required to cover some aspects relating to advance reservation procedures.
- a** Compare TWO, contrasting, manual methods used for processing and recording advance reservations. 12 marks
 - b** Outline the reasons for compiling and storing guest history data and give TWO examples of how this can benefit your customers. 8 marks
- Q4** Selling is a major function of any front office operation.
- a** Explain the importance of the reception office as a sales department. 10 marks
 - b** Describe how the receptionist can become a more effective sales person. 10 marks