Sample Questions

Front Office

1. Are all sections in the given layout of a front office department in the right place?
   a. Yes
   b. No

2. State whether the following statement is true or false:

   Alex booked a room at Hotel Plaza for ten days. He, however, checked out five days after his arrival. His action will be called as curtailment.

   a. True
   b. False
3. The given image displays different room tariff rates along with their explanation. Which of the following is incorrect?

<table>
<thead>
<tr>
<th>Tariff rate</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Corporate rate</td>
</tr>
<tr>
<td>B</td>
<td>Day rate</td>
</tr>
<tr>
<td>C</td>
<td>Crib rate</td>
</tr>
<tr>
<td>D</td>
<td>Group rate</td>
</tr>
</tbody>
</table>

a. A  
b. B  
c. C  
d. D

4. Which of the following hierarchy charts of lobby organization is correct?

a. Cashier → Front Office Supervisor → Front Office Manager  
b. Cashier → Front Office Manager → Front Office Supervisor  
c. Front Office Supervisor → Cashier → Front Office manager  
d. Front Office Manager → Cashier → Front Office Supervisor

5. Choose the correct answer

An amendment to the reservation chart CANNOT be made_______.

a. In case of no shows  
b. In case of a pre-booked event in the hotel  
c. In case of peak reservation season  
d. In case the guest decides to check out before the expected date of departure
6. Identify the room plan that does NOT show the correct meal plan.

<table>
<thead>
<tr>
<th>Room plan</th>
<th>Charges for</th>
</tr>
</thead>
<tbody>
<tr>
<td>European Plan</td>
<td>1 All meals along with the room</td>
</tr>
<tr>
<td>American Plan</td>
<td>2 Breakfast along with the room</td>
</tr>
<tr>
<td>Modified American Plan</td>
<td>3 American breakfast with the room</td>
</tr>
<tr>
<td>Bermuda Plan</td>
<td>4 Room only</td>
</tr>
</tbody>
</table>

- a. European plan
- b. American plan
- c. Modified American plan
- d. Bermuda plan

7. What is the rate charged for a standard room excluding taxes called?

- a. Room rate
- b. Crew rate
- c. Rack rate
- d. Block rate
8. Match the given standalone system and equipment with its application?

<table>
<thead>
<tr>
<th>Systems</th>
<th>Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Point-of-sale system</td>
<td>1 Identifies outward dialling</td>
</tr>
<tr>
<td>B Call accounting system</td>
<td>2 Used to code the room keys for guests</td>
</tr>
<tr>
<td>C Energy management system</td>
<td>3 Used in a hotel health centre</td>
</tr>
<tr>
<td>D Electronic locking system</td>
<td>4 Manages the use of equipments that consumes energy</td>
</tr>
</tbody>
</table>

a. A3, B1, C4, D2  
b. A1, B2, C3, D4  
c. A3, B4, C2, D1  
d. A4, B1, C2, D3  
e. A4, B2, C3, D1

9. Consider the following sequence in which a night audit process takes place. What will be step 'D' of the process?

A. To complete outstanding postings and verify transactions.
B. Reconcile transactions in guest accounts, city accounts and points of sale.
C. Verify no shows.
   a. Establish the end of the day process  
   b. Preparing high balance and occupancy reports  
   c. Update the system  
   d. None of the above

All set to take the AMCAT?

Schedule your AMCAT if you've not done it so far!