Name: _____ Date: _____

Rooms Division

Instructions: Label the departments within the Rooms Divisions in the spaces below. [4points]



_____



_____



_____



_____

Instructions: Answer the following questions in complete sentences in the spaces provided.

1) Why is the front office referred to as the "hub" or "nerve center" of the hotel? [2pts]
   _____
   _____

2) What are the two primary departments within the rooms division? [2pts]
   _____ _____

3) Name the four departments within the front office? [4pts]
   _____
   _____

4) Which department is responsible for greeting the guest as they enter into the hotel, assisting guest with their luggage and provide valet parking services. [2pts]
   _____
   _____

5) Which department is responsible for answering incoming calls, in-house calls, assisting with making local and international calls and also assist with wake up calls. [2pts]
   _____
   _____

LIVEWORKSHEETS