Name: _____ Date: _____

Front Office Check-In

Instructions: After watching the video, answer the following questions.

1. Each guest check in should be personalized. [1 point]
   a) True
   b) False

2. How many steps are involved in the check-in process? [1 point]
   a) 4 steps
   b) 6 steps
   c) 7 steps

3. What are the steps involved in the check in process? [7 points]

   _____

   _____

4. How should a guest be greeted when they first approach the front desk? [2 points]

   _____

   _____

5. Explain how returning guest should be welcomed when checking in? [2 points]

   _____

   _____

6. In your own words, explain the "reward me" step? [2points]

   _____

   _____

7. List three hotel features that should be mentioned during the check-in process? [3 points]

   _____

   _____

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8. Which front office employee will assist the guest with taking their luggage to the room? [2 points]

_____

_____

9. Why is it important not to state the guest room number out-loud? What should be done instead? [4points]

_____

_____

_____

10. How long should you wait before calling the guest? Why do you think it's important to call the guest once they've checked into the hotel? [4points]

_____

_____

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