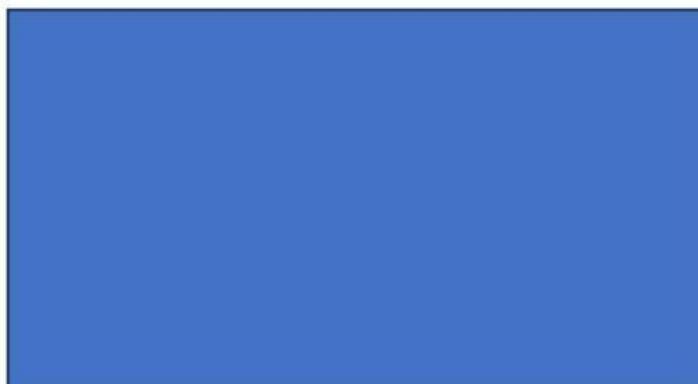**Perhatikan video dibawah ini**

Jawab pertanyaan dibawah ini

1. What is the primary role of an order taker in housekeeping?

a. To clean guest rooms

b. To manage guest requests for borrowing items

c. To prepare meals for guests

d. To organize events in the hotel

2. Which of the following is NOT a part of personal hygiene for an order taker?

a. Keeping work area clean

b. Dressing appropriately

c. Using strong perfume

d. Maintaining cleanliness

3. When receiving a guest's request, what should an order taker do first?

a. Confirm the request

b. Greet the guest

c. Record the request

d. Deliver the item

4. What information must be confirmed with the guest when they request an item?

a. The guest's favorite color

b. The guest's name and room number

c. The guest's check-out date

d. The guest's previous orders

5. What is the purpose of repeating the guest's request?

a. To confuse the guest

b. To ensure accuracy

c. To waste time

d. To show off language skills

6. During the delivery of items, what should the order taker do upon entering the guest's room?

a. Ignore the guest

b. Greet the guest

c. Leave the items on the floor

d. Ask for payment immediately

7. Why is it important for the order taker to explain the usage of items?

a. To entertain the guest

b. To ensure safety and proper use

c. To avoid work

d. To impress the guest

8. What should the order taker remind the guest about after delivering items?

a. The history of the hotel

b. The cost of the items

c. The return time for borrowed items

d. Their check-in time

9. What should an order taker do at the end of the interaction?

a. Leave without saying anything

b. Ask for a tip

c. Thank the guest and close the conversation

d. Start cleaning the room

10. Which of the following is a key step in preparing the workspace for an order taker?

a. Arranging personal items

b. Ensuring communication tools work properly

c. Ignoring safety protocols

d. Playing loud music