

# Hi Hotel Course Exam

## SECTION 1: HOTEL INDUSTRY VOCABULARY

### Part A: Multiple Choice

1. A guest wants to book a room. They need to make a:
  - a) complaint
  - b) reservation
  - c) recommendation
  - d) refund
2. The place where guests check in is called the:
  - a) lobby
  - b) restaurant
  - c) front desk
  - d) elevator
3. The person who carries guests' luggage is the:
  - a) concierge
  - b) receptionist
  - c) bellhop
  - d) manager
4. If an air conditioner is broken, the hotel should call:
  - a) housekeeping
  - b) maintenance
  - c) room service
  - d) corporate

### Part B: Fill in the Blank. Use the vocabulary words provided.

Bellhop Receptionist Housekeeping Maintenance Room Service Guard

5. The \_\_\_\_\_ should help guests with tourist information and local attractions.
6. Guests can order meals directly to their rooms through \_\_\_\_\_ service.
7. If a guest's room has a/c problems \_\_\_\_\_ can be called to help.

### Part C: Matching: Match the word to its definition.

8. Reservation
  9. Housekeeping
  10. Check-in
- A) The process of registering upon arrival.
  - B) A booking made before arrival.
  - C) The department responsible for cleaning guest rooms.



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## SECTION 2: ADDRESSING GUEST COMPLAINTS

### Part A: Multiple Choice

11. Which response is the most professional?

- a) That's not my problem.
- b) I don't know.
- c) I'm sorry for the inconvenience.
- d) You are wrong.

12. A guest complains about noise. The receptionist should:

- a) ignore the complaint
- b) apologize and offer assistance
- c) argue with the guest
- d) tell the guest to leave

13. The word "issue" is closest in meaning to:

- a) solution
- b) problem
- c) guest
- d) room

14. A guest reports that the shower is not working. This is a:

- a) maintenance issue
- b) billing issue
- c) reservation issue
- d) marketing issue

### Part B: Fill in the Blank. Use the vocabulary words provided.

Check Housekeeping Could Inconvenience Security Can

15. I apologize for the \_\_\_\_\_ caused by the delay.

16. Let me see how I \_\_\_\_\_ help you.

17. I will contact \_\_\_\_\_ to clean the room.

### Part C: Matching: Match the word to its definition.

18. Housekeeping

A) The Wi-Fi isn't working.

19. Maintenance

B) My room hasn't been cleaned.

20. Front Desk

C) There is an error on my bill.





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## SECTION 4: MODAL VERBS

### Part A: Multiple Choice

31. Guests \_\_\_\_\_ smoke in non-smoking rooms.

- a) can
- b) should
- c) must not
- d) may

32. Employees \_\_\_\_\_ wear their uniforms during work hours.

- a) may
- b) have to
- c) might
- d) could

33. Guests \_\_\_\_\_ use the swimming pool until 10 p.m.

- a) can
- b) mustn't
- c) shouldn't
- d) have to

34. You \_\_\_\_\_ visit the botanical gardens if you have time.

- a) should
- b) must
- c) have to
- d) mustn't

### Part B: Fill in the Blank. Use the vocabulary words provided.

Can Would Must Should Might Could May

35. Guests \_\_\_\_\_ explore the city during their free time.

36. \_\_\_\_\_ I help you with your luggage?

37. Employees \_\_\_\_\_ be polite to guests.

### Part C: Matching: Match the word to its definition.

38. Can

A) An obligation.

39. Should

B) A recommendation.

40. Must

C) Permission or ability.



# Hi Hotel Course Exam

## SECTION 5: THERE IS / THERE ARE

### Part A: Multiple Choice

41. \_\_\_\_ a gym on the second floor.

- a) There is
- b) There are
- c) Is there
- d) Are there

42. \_\_\_\_ three elevators in the hotel.

- a) There is
- b) There are
- c) Is there
- d) Are there

43. \_\_\_\_ a restaurant near the lobby.

- a) There is
- b) There are
- c) Is there
- d) Are there

44. \_\_\_\_ several meeting rooms on the third floor.

- a) There is
- b) There are
- c) Is there
- d) Are there

### Part B: Fill in the Blank. Use **there is** or **there are**.

45. \_\_\_\_\_ a gift shop next to the lobby.

46. \_\_\_\_\_ four conference rooms available today.

47. \_\_\_\_\_ a swimming pool behind the hotel.

### Part C: Matching: Match the word to its definition.

48. There is

A) any computers in the hotel?

49. Are there

B) two ATMs near the front desk.

50. There are

C) a business center on the ground floor.

