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

19. Maintenance

20. Front Desk

A) The Wi-Fi isn't working.

B) My room hasn't been cleaned.

C) There is an error on my bill.



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SECTION 3: GIVING DIRECTIONS AND LOCAL RECOMMENDATIONS

Part A: Multiple Choice

21. "Go straight ahead and turn left at the traffic light." This is:
a) a complaint
b) a recommendation
c) a direction
d) a reservation

22. Which place would you recommend to a guest who likes art?
a) museum
b) pharmacy
c) sporting event
d) laundry room

23. "The restaurant is across from the bank." What does "across from" mean?
a) behind
b) opposite
c) next to
d) between

24. Which phrase is best for giving recommendations?
a) You must go there.
b) I suggest visiting the square downtown.
c) I don't know.
d) Whatever you want to do.

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

Outside Across Next to Straight Recommend Inside

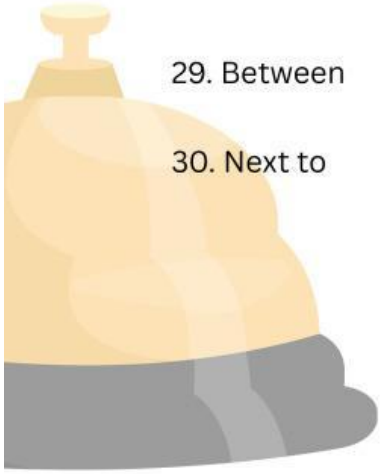
25. Go _____ for two blocks.

26. The pharmacy is _____ from the hotel.

27. I _____ visiting the botanical gardens.

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

28. Across from	A) In the middle of two places.
29. Between	B) Beside.
30. Next to	C) Opposite.



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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

39. Should

40. Must

A) An obligation.

B) A recommendation.

C) Permission or ability.



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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**.

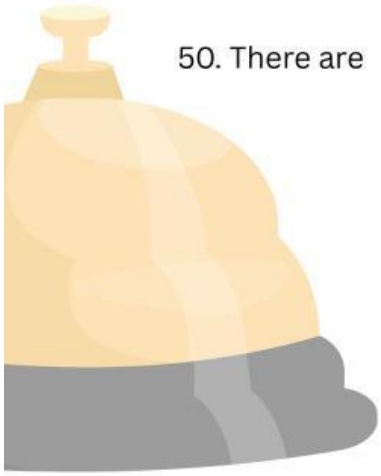
45. _____ a gift shop next to the lobby.

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.



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