Name: Date:

Property Knowledge for Front Office Employees

PROPERTY POLICIES

Instructions: Every lodging property has different rules that help to maintain order. As a front office employee it is your responsibility to know the rules. Using the homework link; complete the following questions in complete sentences. https://www.marriott.com/hotels/fact-sheet/travel/fllsi-sheraton-suites-fort-lauderdale-plantation/

SECTION A

1. What time is check in? [1point]

2. What time is check out? [1 point]

3. What is the hotel's parking policy? [1 point]

4. What is the hotel's smoking policy? [1 point]

5. Does the property allow pets? [1point]

6. Does the property provide hotel/airport transportation? [1 point]

SECTION B

Match the guestroom photo to the correct description. [1 point each]

rooms designated for guest who smoke

a larger room with a separate sitting area

a room designed for guest with disabilities

a room with two double beds