

Matching Job Titles to duties.

- a. Bellboy / Porter
- b. General Manager
- c. Front Office Agent / Receptionist
- d. Room Attendant / Housekeeper
- e. Waiter / Waitress
- f. Bartender
- g. Security Guard
- h. Concierge
- i. Chef / Cook
- j. Room Service Attendant

- _____ 1. I check guests in and out, answer phone calls, and handle reservations.
- _____ 2. I prepare and serve delicious dishes in the hotel restaurant.
- _____ 3. I help guests carry their bags and escort them to their rooms.
- _____ 4. I clean the rooms, make the beds, and replace towels.
- _____ 5. I serve food and drinks politely to guests in the dining area.
- _____ 6. I give information about tourist attractions and arrange transportation for guests.
- _____ 7. I make sure all guests are safe and hotel rules are followed.
- _____ 8. I manage all hotel departments and solve problems.
- _____ 9. I deliver ordered food and beverages directly to hotel guests in their rooms.
- _____ 10. I mix, prepare, and serve alcoholic and non-alcoholic drinks to customers.