

Financial Processes and the Guest Cycle Multiple-Choice

Choose the best answer to each question by selecting the appropriate letter.

1. The last line of a financial statement that shows the net profit or loss of a company or organization.
 - a. Total line
 - b. Bottom line
 - c. Last line
 - d. Under line

2. What is a Profit and Loss Report?
 - a. A report listing items from lost and found that have been sold.
 - b. A financial statement that summarizes how much profit has been lost from what was forecast from the previous year.
 - c. A financial statement that summarizes the revenues, costs, and expenses incurred by a business during a specific period of time.
 - d. A financial statement that summarizes profits or losses from monies invested on behalf of the property.

3. Employees must have a sense of responsibility and a feeling of belonging to the company. This is known as _____ on the job.
 - a. Emotional attachment
 - b. Emotional alignment
 - c. Emotional enactment
 - d. Emotional engagement

4. Sending a deposit or guaranteeing hotel room nights occurs during the _____ stage of the guest cycle.
 - a. Pre-arrival
 - b. Arrival
 - c. Occupancy
 - d. Departure

5. Which of the following involving the use of a credit card is not part of what occurs during the guest cycle?
 - a. Guaranteeing a reservation
 - b. Booking a plane ticket
 - c. Opening a door without a key
 - d. Obtaining cash to purchase tickets

6. What is the most likely place for someone to steal sensitive information for criminal used?
 - a. The Internet
 - b. Filing cabinets
 - c. Registration information
 - d. Point of sales (POS)

7. When are financial processes and procedures typically used?
 - a. Communicating with a guest in person
 - b. Communicating with a guest over the phone
 - c. Communicating with a guest in email
 - d. Conduction transactions on site

8. What is an example of a financial transaction that involves sensitive information?
 - a. Collecting overdue payments
 - b. Declining a credit card
 - c. Accepting payment
 - d. All of the above

9. When it comes to guest service, a company's bottom line depends heavily on:
 - a. Employee job performance
 - b. Customers
 - c. Marketing
 - d. Sales

10. If you are the manager of a property and would like to review the costs and expenses of your operation during a specific period of time, you would refer to the:
 - a. Cost report
 - b. Expense report
 - c. Profit and loss report
 - d. Profit report