

Name: _____

Date: _____

Topic: The Guest Cycle

Instructions: Answer all questions in the spaces provided.

1. Label the Guest Cycle diagram below in the correct order. (4pts)



Section B. If the statement is True, write T; if the statement is False write F.

1. _____ In the Pre-Arrival stage the doorman greets the guest and escorts them to the Front Desk.
2. _____ The Arrival Stage begins when the guest is at the airport.
3. _____ During the Pre-Arrival Stage the guest interacts with Housekeeping.
4. _____ Room type and room rate are assigned during the Occupancy Stage.
5. _____ During the Arrival stage the front desk agent checks on the guest's reservation and creates a registration record.
6. _____ During the Arrival Stage guest interacts with the Front Desk Agent and Bellman.
7. _____ Occupancy begins when the guest arrives to their room.
8. _____ Departure begins when a guest folio is placed under the guest room door.
9. _____ During the Departure stage a guest can either settle their account/bill with Cash, Credit Card, Direct Bill Payments and Gift Certificates.
10. _____ When responding to a guest request it is important to listen closely to the guest and ask questions to clarify if you are not sure.