



RESOURCE LIBRARY - FRONT OFFICE  
Knowledge Test

CODE: 03.03.012

EDITION: 1

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### Front Office Test

**1- I identify hotel rooms type (Categories).**

\*Standard Twin

\*standard King

\*Superior Twin

\*Superior Kin

\*Club Twin

\*Club King

**2- Identify suites type and how many suites in each category?**

\*Junior Suite (6)

\*Signature Suite (12)

\*Executive Suite (6)

\*Royal Suite (1)

**3- Identify the non-smoking floors and how many non-smoking rooms do we have?**

- The 9<sup>th</sup> ,The 15<sup>th</sup> and the 16<sup>th</sup> floors and we have 43 non-smoking rooms

**4- What is the cost of the spa membership whether yearly or monthly?**

\*Unfortunately our gym and pool areas are exclusive for the Guest in house; the Spa treatment rooms can be booked for massage, facials by outside Guests


**5- Who is the owner of this hotel and who manages it?**

The owner is:

And its managed by XYZ hotels & resorts

**6- What is the average room rate at your hotel?**

\* The room prices depends on the room category, however the room average rate is 200 USD.

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**7- Identify 5 of the guest benefits at the club lounge.**

- \* Deluxe buffet breakfast at the Executive Lounge
- \* Open bar with hot and cold snacks buffet from 18:00 – 20:00
- \* Free High speed internet in Guest room and at the Lounge
- \* One complimentary Laundry voucher during the stay
- \* 20% discount voucher for any treatment at the hotel SPA

**8- How many restaurants do you have and what services do they offer?**

- All day dining Lebanese restaurant: where breakfast served Buffet Lunch, Dinner and a-la cart Lebanese menu will be served
- Yoshi: an Asian restaurant offering fresh and innovative cuisine from Japan, Thailand, Malaysia and China
- Crystal Bar: Live entertainment lounge featuring a selection of fine drinks and premium delicacies to sip and relax with
- Atrium Café: Lobby lounge serving homemade cakes and pastries and wide variety of beverages along with international classics
- Cigar Bar: The perfect retreat from urban rush featuring an impressive selection of fine cigars, wine and champagne.
- Windows on the World: serving healthy alternatives during the day, this bar morphs into a vibrant entertainment spot at night.



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**9- How many halls do you have and what is the capacity of each?**

NAME OF HALL (BANQUET ROOM) / SET UP SHAPE	THEATER	BOARDROOM	BANQUET	U SHAPE	RECEPTION
CRYSTAL BALLROOM	300		240		300
FOYER	200		120		200
MEETING ROOM 1	20	14	14	14	
MEETING ROOM 2	20	14	14	14	
MEETING ROOM 3	20	14		14	
BOARDROOM				14	

**10- Do you have a parking at your hotel? And how much is the parking fees?**


- Yes and there's underground parking and it's free of charge

**11- How many square meters is your Royal suite?**

- 233 square meter.


**12- Identify 5 of the room amenities.**

- Mini bar
- 46" LED TV
- Digital management system.
- \* Coffee and tea making facilities
- \* IP telephone set

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13- If you have received a phone call from an in house Guest complaining from a noise coming from the hotel, make a scenario of guest complaint and how will you or the employee in the scenario will handle it.

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14- Write down a check in scenario between an employee and a guest that his company covers his BB for 8 nights.

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- 15- Write down a scenario between a Guest who is calling from outside and Guest Service Officer (Guest request a Dinner reservation at the Asian restaurant).