

Overview

Multi-choice test that measures the knowledge of front office operations.

	Relevant Job Roles	Receptionist and Information Clerk, HR Coordinator,Front Desk Associate, Guest Service Representative
Details	Language	English (US)
	Average Testing Time (minutes)	07 minutes
	Allowed Time (minutes)	15 minutes
	Maximum Number of Questions	18 questions
	Number of Sitzings	One
	Test Type	Multiple Choice - CTT
	Sector	Clerical
	Scores Reported	<ul style="list-style-type: none"><li>• Overall Score</li><li>• Front Office Organization</li><li>• Front Office Operations</li><li>• Front Office Accounting</li></ul>
	O*NET Competency	Clerical

Knowledge, Skills, Abilities And Competencies Measured

The following areas are covered:

- Basics of front office management
- Hotel organization
- Tariff structure
- Introduction to guest cycle
- Guest handling and special requests
- Reservations
- Guest safety and security
- Room selling techniques
- Accounting fundamentals
- Planning and evaluation