Final Examination Instructions

Carefully read the instructions on the final examination answer sheet.

Both sides of the final examination sheet must be completed.

Please darken the letter on the answer sheet that corresponds to the single best answer.

1. Using your knowledge of your property’s changing amenities and services to help guests get the most out of their day best describes your:
   A) personal commitment to continue learning.
   B) ability to meet minimum service standards.
   C) talent for touching guests emotionally.
   D) talent for making people think you know everything.

2. Injecting personality into your service can make guests feel that they are:
   A) in control of their stay at the property.
   B) just another guest at the property.
   C) more important than anyone else at the property
   D) dealing with a person who cares about them.

3. Allowing your personality to shine through your service is important because:
   A) guests don’t want to talk to someone who sounds stiff and impersonal.
   B) guests need to know who is in charge at the property.
   C) guests won’t want to talk with hotel staff.
   D) guests will write positive reviews.

4. Providing extraordinary service for guests with disabilities:
   A) is the responsibility of the manager or supervisor on duty.
   B) is difficult and should be done only by experienced hotel staff.
   C) is not really that different from the same great service you provide to all guests.
   D) is not required, unless the guest makes a specific request.

5. Giano works in the maintenance department. As he’s walking through the lobby to repair a broken air conditioner, he notices a guest struggling to walk through the lobby doors with her umbrella. Which of the following responses is the most appropriate example of using the principles of commitment to provide outstanding service in this situation?
   A) Giano should walk to the door and hold it open and introduce himself to the guest.
   B) Giano should continue to his destination to avoid slowing down his progress.
   C) Giano should radio to security and ask someone to come help the guest.
   D) Giano should do nothing because the guest never asked for help.

6. Being knowledgeable of your property and the surrounding area means:
   A) identifying information that you can use when guests have questions or need assistance.
   B) distinguishing a service response that feels real to a guest.
   C) identifying the appropriate service to satisfy a guest’s need.
   D) planning the appropriate way to provide a surprise to a guest.
7. In addition to being on the lookout for ways to raise the quality of the service you provide to guests, you should also look for ways to:
   A) provide feedback to co-workers.
   B) get recognition for your services.
   C) lower the cost of service offered.
   D) personalize the service you offer.

8. Personalized guest service is best described as:
   A) identifying ways to look good to management.
   B) identifying ways to make a guest’s experience unique.
   C) demanding co-workers provide similar service.
   D) persuading others to offer great service.

9. Which of the following examples best describes the outcome of providing personalized guest service?
   A) The guest complains more about little problems.
   B) The guest will expect special treatment.
   C) The guest feels special and appreciated.
   D) The guest will become increasingly difficult to please.

10. Which of the following examples best describes the outcome of successfully using the guest recovery principles in this training?
    A) The guest posts a negative review to a travel site.
    B) The situation is resolved to the guest’s satisfaction.
    C) The situation is handed off to another employee.
    D) The guest has checked out and left the property.

11. Which of the following is the most important reason to be knowledgeable about your property and surrounding area?
    A) Your peers will think you are smart.
    B) Your supervisor expects you to know everything.
    C) Guests see you as a trustworthy source of information.
    D) Guests see you as the “smart one” at the property.

12. If being passionate about your job means you provide guest service that is special to you, using your passions to provide authentic guest service suggests you should:
    A) put on an act for guests.
    B) reflect on what inspires you.
    C) be aggressively friendly.
    D) offer service when asked.

13. In order to better serve guests with disabilities, it is important for you to:
    A) have a thorough knowledge of the accessible facilities and services your property offers.
    B) understand the causes and treatments associated with a variety of disabilities.
    C) insist on providing special assistance regardless of the wishes of the guest.
    D) treat each guest the same regardless of the specific disability.
14. Bonnie has worked as a bell person for five years. Her property’s management and co-workers all consider her a great source of information. Which of the following statements best describes why they would think that way?
   A) She shares a new random fact with the staff every day.
   B) She knows everything there is to know about the history and changes in the hospitality industry.
   C) She once assisted a guest with her algebra homework.
   D) She consistently goes out of her way to learn about new services offered at the property and new venues in the surrounding area.

15. The opportunities for incorporating personality into your service are:
   A) uncommon.
   B) endless.
   C) limited.
   D) unnecessary.

16. When you are assisting a person with a disability, you should:
   A) be patient.
   B) stay relaxed.
   C) adapt your behavior to the situation.
   D) do all of the above.

17. Management recently introduced new pet-friendly policies for several of the guestrooms at your property. Michelle, a frequent guest, has severe allergies and has called the front desk to complain about pet hair in her room. Which of the following responses is the best example of going above and beyond by using guest recovery principles to provide outstanding service in this situation?
   A) Ask a member of housekeeping to clean the room.
   B) Inform the guest that the property has adopted new pet-friendly policies.
   C) Personally apologize for the inconvenience and relocate the guest to another room quickly.
   D) Ask a member of security to confirm the presence of pet hair in the room.

18. Allowing your personality to shine through your service allows guests to:
   A) get what they need quickly.
   B) interact with you in a more personal manner.
   C) ask for things you can’t deliver on.
   D) complain about their service whenever they want.

19. Delivering outstanding guest service means you:
   A) provide a fake smile when in a bad mood.
   B) follow through until service is complete.
   C) guess at what service your guests need.
   D) supply only the minimum service needed.

20. A disability is:
   A) any medical condition that negatively impacts an individual's quality of life.
   B) a physical or mental impairment that limits one or more major life activities.
   C) a pre-existing condition that causes an individual to act in an unusual manner.
   D) all of the above.
21. Which of the following statements is true regarding being passionate about providing outstanding guest service?
   A) Having passion for something means you want to see it done well.
   B) Ensure the idea doesn’t cause you extra work during your shift.
   C) Always ask management for assistance before varying your service.
   D) Guests don’t want extra service unless they specifically ask for it.

22. Which of the following is the most likely reason for losing guests' business?
   A) Guests tend to vary where they stay.
   B) Guests are dissatisfied with service.
   C) Guests never returned to the area.
   D) Guests are attracted to competitors.

23. Which of the following statements best reflects the attitude needed to provide outstanding guest service?
   A) I always focus on the property’s needs first when providing service.
   B) I only rely on service procedures that have worked in the past.
   C) I always put myself in the guest’s shoes when providing service.
   D) I let mood influence the service I provide guests.

24. Which of the following is part of the Guest Recovery Formula?
   A) Enlisting the help of coworkers.
   B) Using empathy, apologize for the inconvenience and disruption to their stay.
   C) Using humor to downplay the seriousness of the problem experienced by the guest.
   D) Offering the guest a free night’s stay, regardless of the problem experienced by the guest.

25. Being committed to providing outstanding guest service is best described as:
   A) waiting for guests to ask for help so that you don’t get in their way.
   B) knowing that guest service is a team effort that requires everyone’s involvement.
   C) knowing what service guests need without them having to specifically ask.
   D) sharing service that suggests your personal and professional personality.

26. Maria loves to make kids smile. In fact, before joining the team at the front desk she worked as an elementary school substitute teacher. Which of the following is the best example of Maria using her passion while delivering outstanding guest service?
   A) She greets every guest who visits the property with a scripted welcome provided by management.
   B) She greets all guests enthusiastically and spends a little extra time with each child.
   C) She offers guests a standard greeting she’s developed over the years.
   D) She ensures that she greets guests just as enthusiastically as her co-workers.

27. All employees at your property have at least two main responsibilities. One of those responsibilities is to do the job that they were hired to do, the other is to:
   A) prevent costly mistakes.
   B) help the property make money.
   C) make guests aware of all of the property’s amenities.
   D) provide outstanding guest service.
28. Guest Recovery is best described as:
   A) knowing what service to provide.
   B) responding quickly to a service failure.
   C) offering guests a positive surprise.
   D) providing a standard level of service.

29. At what point should you get involved in a guest service opportunity?
   A) As soon as you recognize the guest's need.
   B) Only after you notice a guest service failure.
   C) Only if the guest asks for your help.
   D) Once a coworker asks for your help.

30. During his previous stay, you noticed that Mr. Zemeal left a crumpled-up newspaper and a notepad on the desk. Two weeks later you see that Mr. Zemeal will once again be staying at the hotel. Which of the following responses is the most appropriate example of personalizing your guest service in this situation?
   A) Arrange for a newspaper to be delivered later that day.
   B) Prepare the room normally so that you don’t get behind.
   C) Leave a magazine on the bed.
   D) Leave a copy of today’s newspaper and a notepad on the desk with a note welcoming him back to the hotel.

Be sure to answer all questions. Any questions not answered are automatically marked wrong.

Please be sure that the examination control number for this exam is properly entered in the grid on the final examination answer sheet.

Also, make sure that your name is filled in on the final examination answer sheet in exactly the way you want it to appear on the certificate.

Finally, be sure your EI student number is entered on the final examination answer sheet and that you have darkened the corresponding numbers below it. Your EI student record is indexed primarily according to this number. If you do not have an EI student number, leave that field blank and EI will assign you a number.