

# CHA Practice Test Questions and Answers

## 1. A hotel's booking window refers to:

- A) The physical window at the front desk where guests check in
- B) The time between when a reservation is made and the arrival date
- C) The hours during which reservations can be made by phone
- D) The 24-hour cancellation policy window

## 2. What is a banquet event order (BEO)?

- A) A detailed document outlining all specifications for a catered event
- B) A purchase order for banquet supplies
- C) A guest complaint form for event issues
- D) A financial report for banquet department revenue

## 3. What is the Average Daily Rate (ADR)?

- A) Total room revenue divided by the number of rooms sold
- B) The rate offered to travel agents only
- C) The lowest rate available on any given day
- D) The rate published in the hotel's brochure

## 4. What is a par level in hotel housekeeping?

- A) The standard quantity of supplies needed to support operations between deliveries
- B) The score given to a room during inspection
- C) The number of rooms assigned to each housekeeper
- D) The minimum number of staff required per shift

**Answers: 1-B 2-A 3-A 4-A**

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