

HM Practice Test Questions and Answers

1. What is meant by 'turn-down service'?

- A) Closing the restaurant for the night.
- B) Cleaning the bathroom.
- C) Preparing the room for sleep with extra touches
- D) Turning off the hotel lights.

2. What is meant by 'turn-down service'?

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3. What is the purpose of a concierge in a hotel?

- A) Cleaning guest rooms.
- B) Assisting guests with services and local arrangements
- C) Preparing meals.
- D) Checking plumbing systems.

4. What is the purpose of a concierge in a hotel?

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Answers: 1-C 2-C 3-B 4-B

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