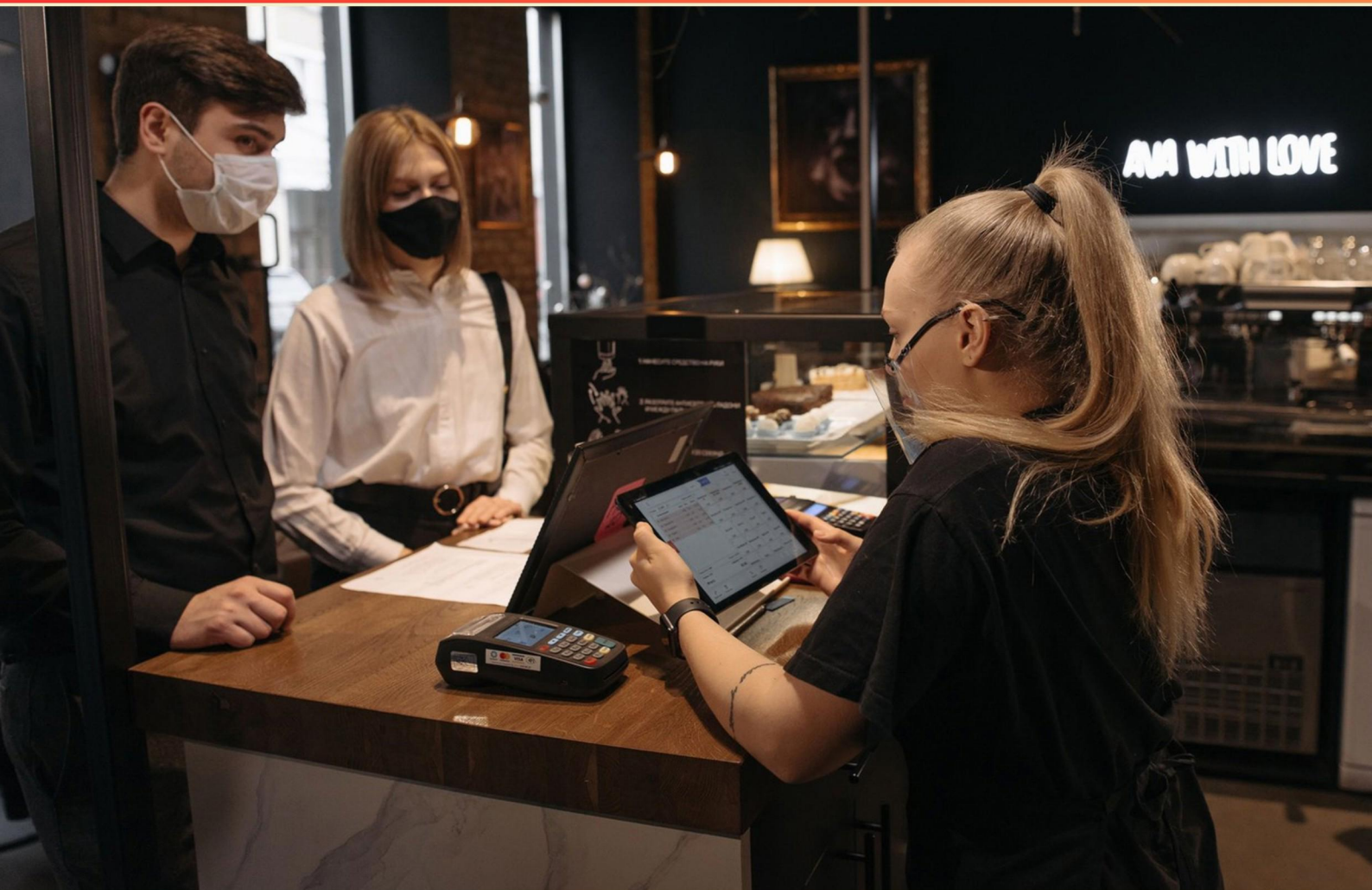


ROOMS DIVISION MANAGEMENT PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR
THE FULL VERSION STUDY GUIDE

<https://roomsdivisionmgmt.examzify.com>



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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. What was the average occupancy rate reported by AHLA in 2015?**
 - A. 70%
 - B. 50%
 - C. 64.4%
 - D. 65%

- 2. Where is the world's largest hotel complex located?**
 - A. Mecca
 - B. Dubai
 - C. Las Vegas
 - D. London

- 3. Which term describes guests booked to arrive today?**
 - A. No Shows
 - B. Walk-Ins
 - C. Expected Arrivals
 - D. Early Arrivals

- 4. In managing lost and found, what privacy principle should be upheld?**
 - A. Share contact details publicly to locate owners.
 - B. Safeguard guest property and maintain privacy.
 - C. Disclose the contents of unclaimed items.
 - D. Delete all records after processing.

- 5. Which statement accurately describes hold policies for reservations and late arrivals?**
 - A. All holds are guaranteed regardless of circumstances.
 - B. Holds may be guaranteed or non-guaranteed; late arrivals are typically held until cutoff.
 - C. Late arrivals are released immediately if a guest is late.
 - D. No-shows incur no charges.

- 6. Which statement correctly differentiates walk-in, guaranteed, and non-guaranteed reservations?**
- A. Walk-ins have a reservation that can be canceled without penalties.
 - B. Walk-ins have no reservation; guaranteed reservations hold a room by prepayment or credit card; non-guaranteed holds may be canceled if not guaranteed by a cutoff time.
 - C. Non-guaranteed reservations require prepayment to hold a room.
 - D. Guaranteed reservations have no impact on room hold policies.
- 7. Which term defines the status of rooms sold and available?**
- A. House Count
 - B. Room Count
 - C. No Shows
 - D. Expected Arrivals
- 8. Which term describes guests who arrive before their booking date?**
- A. Walk-Ins
 - B. Expected Departures
 - C. Early Arrivals
 - D. Overstay
- 9. Which policy mirrors airline practices to minimize revenue loss from no-shows?**
- A. Harsh cancellation penalties
 - B. No show/change policies like airlines
 - C. Trip insurance
 - D. Early departure fees
- 10. Overbooking can go wrong for many reasons. Which option reflects that idea?**
- A. It can go wrong for many reasons
 - B. It can reduce revenue risk
 - C. It always improves guest satisfaction
 - D. It has no impact on operations

Answers

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1. C
2. A
3. C
4. B
5. B
6. B
7. B
8. C
9. B
10. A

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Explanations

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1. What was the average occupancy rate reported by AHLA in 2015?

- A. 70%
- B. 50%
- C. 64.4%**
- D. 65%

The main idea here is capacity utilization: occupancy rate shows how much of the available hotel rooms are sold in a given period. It's calculated as rooms sold divided by rooms available, then expressed as a percentage. For 2015, AHLA's lodging industry performance report lists the average occupancy at 64.4%. That means, on average, a bit more than half to two-thirds of all rooms were occupied over the year, illustrating the level of demand hotels faced that year. This figure is the precise AHLA-reported average, not a rounded or market-specific number, so rounding up to 65% would be less exact, while numbers like 70% or 50% would imply notably different demand levels.

2. Where is the world's largest hotel complex located?

- A. Mecca**
- B. Dubai
- C. Las Vegas
- D. London

The key idea here is that the size of a hotel complex is driven by the purpose and demand of its location. Mecca hosts the Hajj and Umrah, drawing millions of pilgrims who need lodging close to the Grand Mosque. The Abraj Al Bait complex near the mosque was designed specifically to meet that immense demand, with multiple towers that together provide thousands of rooms, plus extensive facilities like meeting spaces and retail areas, all directly connected to the holy site. That combination—very large capacity tied to a single, high-demand purpose—puts Mecca ahead in terms of a single, integrated hotel complex. Dubai, Las Vegas, and London are famous for their own impressive hotels, but they are not built around serving the same scale of pilgrimage lodging, so they don't surpass Mecca in this regard.

3. Which term describes guests booked to arrive today?

- A. No Shows
- B. Walk-Ins
- C. Expected Arrivals**
- D. Early Arrivals

Managing guest status by arrival timing is what this question focuses on. When guests have a reservation and their stay is scheduled to begin today, they are considered expected arrivals. This classification helps front desk and housekeeping forecast occupancy, prepare rooms, and plan staffing for the day. It distinguishes from no-shows, who had reservations but don't arrive; walk-ins, who arrive without a prior booking; and early arrivals, who arrive before their scheduled arrival time or date. So the term for guests with bookings arriving today is expected arrivals.

4. In managing lost and found, what privacy principle should be upheld?

- A. Share contact details publicly to locate owners.
- B. Safeguard guest property and maintain privacy.**
- C. Disclose the contents of unclaimed items.
- D. Delete all records after processing.

Protecting guest privacy goes hand in hand with handling lost items. The best practice is to safeguard every piece of guest property and keep personal information confidential. This means storing items securely, restricting access to authorized staff, and maintaining a clear, discreet process for identifying and returning items. Only verified ownership should be used to contact the guest, and details about the item or the guest should not be shared publicly or with unauthorized people. Publicly sharing contact details would breach guest privacy and could expose them to unwanted contact. Disclosing the contents of unclaimed items reveals sensitive information about the guest, which is inappropriate to share. While keeping records is important for accountability, deleting all records after processing removes the necessary trail that proves how items were handled and returned, which could create problems if the item is ever questioned or needs to be investigated.

5. Which statement accurately describes hold policies for reservations and late arrivals?

- A. All holds are guaranteed regardless of circumstances.
- B. Holds may be guaranteed or non-guaranteed; late arrivals are typically held until cutoff.**
- C. Late arrivals are released immediately if a guest is late.
- D. No-shows incur no charges.

Hold policies explain how reservations are protected and what happens if a guest arrives late. Some holds are guaranteed, meaning a room is secured with a credit card or payment even if the guest arrives after the expected time; others are non-guaranteed, where the room is only held until a specified cutoff for arrival. In most properties, late arrivals are held only up to a cutoff time; if the guest hasn't checked in by then, the hotel may release the hold and re-sell the room. No-show charges are common in many hotels, so saying there are no charges for a no-show isn't accurate.

6. Which statement correctly differentiates walk-in, guaranteed, and non-guaranteed reservations?

- A. Walk-ins have a reservation that can be canceled without penalties.
- B. Walk-ins have no reservation; guaranteed reservations hold a room by prepayment or credit card; non-guaranteed holds may be canceled if not guaranteed by a cutoff time.**
- C. Non-guaranteed reservations require prepayment to hold a room.
- D. Guaranteed reservations have no impact on room hold policies.

These categories are all about how a room is secured or not secured for a guest and how long a hold lasts. A walk-in arrives without a reservation, so there isn't a guaranteed hold on a room; it's a best-effort assignment if a room is available. A guaranteed reservation means the room is held for the guest regardless of arrival, typically by prepayment or a credit card guarantee. A non-guaranteed reservation is held only up to a certain cutoff time; if the guest hasn't checked in by then, the hotel may cancel the hold and release the room to another guest. This combination precisely describes how each type behaves, which is why it's the best answer.

7. Which term defines the status of rooms sold and available?

- A. House Count
- B. Room Count**
- C. No Shows
- D. Expected Arrivals

In hotel operations, the key idea is inventory management of rooms, i.e., how many rooms are available to sell and how many are already sold or occupied. This snapshot is captured by the room count, which reflects the current inventory in play—how many rooms remain for sale and how many have been booked or are in use. Tracking room count lets managers forecast demand, adjust pricing, and ensure the right staffing and availability. The other terms describe different things: no shows are reservations that were not honored, expected arrivals are forecasted guests yet to arrive, and house count can refer to the total number of rooms in the property but doesn't as clearly convey the sold-versus-available status as room count does.

8. Which term describes guests who arrive before their booking date?

- A. Walk-Ins
- B. Expected Departures
- C. Early Arrivals**
- D. Overstay

Arriving before the booked date is called an early arrival. This describes guests who have a confirmed reservation but come to the property earlier than their scheduled check-in date. It hinges on the existence of a booking, just ahead of the check-in window, so staff check room availability and may accommodate an earlier check-in if a room is ready or offer alternatives like luggage storage until the room is prepared. This differs from walk-ins, who arrive without any prior reservation; from expected departures, who are due to check out on the current day; and from overstay, who remain beyond the originally booked departure date.

9. Which policy mirrors airline practices to minimize revenue loss from no-shows?

- A. Harsh cancellation penalties
- B. No show/change policies like airlines**
- C. Trip insurance
- D. Early departure fees

The main idea is protecting revenue from guests who don't arrive by using a policy that mirrors how airlines handle reservations. Airlines mitigate no-shows by setting penalties or allowing changes when a passenger doesn't show, so the revenue from that booking can still be realized or quickly re-sold. A hotel adopts a no-show/change policy to similarly safeguard inventory: if a guest doesn't arrive or wants to modify, there's a defined consequence or process to rebook the room, reducing the chance of a vacant night. Harsh cancellation penalties can deter bookings and cause dissatisfaction, trip insurance doesn't directly manage inventory or no-shows, and early departure fees address leaving early rather than missing a reservation. Therefore, a no-show/change policy like airlines best protects against revenue loss from no-shows.

10. Overbooking can go wrong for many reasons. Which option reflects that idea?

- A. It can go wrong for many reasons
- B. It can reduce revenue risk
- C. It always improves guest satisfaction
- D. It has no impact on operations

Overbooking carries multiple potential failure points because there are many moving parts in managing occupancy. The best statement recognizes that it can go wrong for many reasons—from miscounts and unexpected arrivals to no-shows, cancellations, and policy constraints. This variability is exactly what creates risk: guests may be displaced, front desk and housekeeping must scramble to reallocate rooms, and the hotel may incur costs or reputational damage from overbooking. The idea that it reduces revenue risk is not accurate, since overbooking can trigger penalties and goodwill expenses even as it aims to protect occupancy. The notion that it always improves guest satisfaction is false, because inconveniencing guests hurts satisfaction. And it certainly has an impact on operations, affecting staffing, room assignments, and guest communications.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://roomsdivisionmgmt.examzify.com>

We wish you the very best on your exam journey. You've got this!

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