1. Front desk employees are often the first to witness suspicious activities.
   a. True
   b. False

2. All employees should serve as “eyes and ears” of what is going on in the hotel.
   a. True
   b. False

3. Which of the following should you do when a guest arrives?
   a. Make eye contact and greet people
   b. Ask if they need any assistance
   c. Report anything suspicious to management as soon as possible
   d. All of the above

4. Protecting guest information is part of your job.
   a. True
   b. False

5. It is not necessary to check a person’s identification before giving them a room key.
   a. True
   b. False

6. Which of the following could be signs of human trafficking?
   a. A person’s inability to state a home address
   b. A person not being allowed to speak for themselves
   c. A person not allowed control their own identification documents
   d. All of the above

7. Your manager will inform you of your duties in the event of an emergency.
   a. True
   b. False

8. A key control system is not essential to a hotel.
   a. True
   b. False
9. Never allow access to a safe deposit box to anyone other than the rightful user of the box.
   a. True
   b. False

10. Hotel management should explain the security procedures to you.
    a. True
    b. False
ANSWER KEY

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