



SCHOOL OF PROFESSIONAL STUDIES

DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT

UNIT CODE: DHTM 108, UNIT NAME: FRONT OFFICE OPERATIONS

September – December 2018/2019 End Semester Exam - Time: 2 Hours

Instructions: Answer Question ONE (Compulsory) and any other TWO questions.

QUESTION 1

- a) You are a hospitality consultant. The management of Scott Christian University Retreat Centre wishes to redesign the front office area and approaches you for advice. Explain EIGHT factors to be considered when planning front office design. (8 Marks)
- b) Front office gives first impression of the hotel to the guests. Highlight SEVEN attributes of front office personnel to support this statement. (7 Marks)
- c) Explain four advantages of forecasting reservations. (4 Marks)
- d) As a front office manager in a city hotel. Advice hotel management on guest services a hotel can offer to its guests in order to encourage return visits. (6 Marks)
- e) Highlight FIVE security measures a hotel should have to minimize accidents of walkout (5 Marks)

QUESTION 2

- a) A city hotel wishes to recruit a receptionist. As a hotel manager, prepare a job summary for this position (7 Marks).
- b) Describe THREE ways by which reservations may be guaranteed. (6 Marks)

- c) Outline SEVEN registration procedures of guests in a hotel. (7 Marks)

QUESTION 3

- a) Winrose is the front office manager at the Jadini beach hotel. There are two new staff working in this section. Describe SIX rules they need to observe when giving accommodation keys to a guest. (6 Marks)
- b) Identify five duties of each of the following front office staff:
- i. Reservation manager (5 marks)
 - ii. Guest services manager (5 marks)
- c) Describe TWO sections of the front office (4 marks)

QUESTION 4

- a) Humphrey has been employed as the front office manager of a new upcoming hotel at the coast of Mombasa. Propose to him five factors to put in consideration when purchasing front office equipment and supplies needed in the new premises (5 marks)
- b) Identify five front office equipment (5 marks)
- c) Highlight five importance of front office procedures (5 marks)
- d) Explain guest cycle stage during arrival of a guest. (5 Marks)

QUESTION 5

- a) Registration is an important activity in a hotel front reception. Draw the registration card used in a three star hotel. (10 Marks)
- b) Highlight six (6) responsibilities of a night auditor. (6 Marks)
- c) Describe four (4) activities undertaken in front office during departure of guests. (4 Marks)