



SCHOOL OF PROFESSIONAL STUDIES

BACHELOR OF HOSPITALITY AND TOURISM MANAGEMENT

UNIT CODE/NAME: BHM 213: FRONT OFFICE AND CUSTOMER SERVICE

January – April 2018/2019 End Semester Exam - Time: 2 Hours

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

QUESTION ONE

- a) Define the term front office area (2 marks)
- b) Outline four ways of handling guests complains in a hotel (4 marks)
- c) Explain briefly six lists of reports that are generated from the night audit process (6 marks)
- d) Mention five functions of front office in a hotel (5 marks)
- e) (i) Define the term audit (2 marks)
(ii) Night audit consists of what (6 marks)
- f) List five important activities that front office staff is involved in (5 marks)

QUESTION TWO

- a) Briefly explain the term registration (1 mark)
- b) Outline four importance of registration in an hotel (4 marks)
- c) Describe the process of registration in an hotel (10 marks)

QUESTION THREE

Discuss relationship between front office and other hotel departments (15 marks)

QUESTION FOUR

Explain the different modes of payment and cashiers role during the payment (15 marks)

QUESTION FIVE

Briefly describe the guest cycle in a hotel management (15 marks)