

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

CHUKA AND EMBU CAMPUSES

**FIRST YEAR EXAMINATION FOR THE AWARD OF CERTIFICATE IN TOURISM
AND HOSPITALITY MANAGEMENT**

CHTM 00105: INTRODUCTION TO FRONT OFFICE OPERATIONS

STREAMS: CHTM Y1S2

TIME: 2 HOURS

DAY/DATE: MONDAY 29/03/2021

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS:

- Examination has two sections.
- Section A is compulsory.
- Section B attempt ant two questions.
- Do not write anything on the question paper.

SECTION A (30 MARKS)

1. Briefly explain six functions of the front office department in an organization. (6 marks)
2. Briefly explain four duties of a reservation clerk in a five star hotel of your choice. (4 marks)
3. Briefly explain the relationship between front office and any other **THREE** hotel departments. (6 marks)
4. Briefly explain two types of reservation. (4 marks)
5. List five methods of payment during check out of a guest. (5 marks)
6. Briefly explain how a front office staff can ensure a smooth check in. (5 marks)

SECTION B (40 MARKS)

8. (a) Using a diagram, discuss the guest cycle in a hotel. (12 marks)

- (b) Explain **FOUR** sources of reservation used in a five star hotel of your choice. (8 marks)
9. Discuss **TEN** qualities of the front office staff. (20 marks)
10. (a) Discuss the basic check-out procedure of a guest in a five star hotel. (8 marks)
- (b) Using a diagram, explain the organization and the duties of the front office personnel. (12 marks)
-