

CHTM 00105

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

CHTM 00105: INTRODUCTION TO FRONT OFFICE OPERATIONS

STREAMS: CHTM (Y1S2)

TIME: 2 HOURS

DAY/DATE: FRIDAY 09/7/2021

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS:

- **Answer ALL questions in section A and any other TWO in section B**
- **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 THREE objectives of credit control measures in the daily operations in the front office department [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 the duties of the sales office in relation to front office activities [5 marks]

SECTION B (40 MARKS)

7. (a) Using a diagram, discuss the guest cycle in a hotel [12 marks]
(b) Explain FOUR characteristics group tours that are handled by front office staff during check in [8 marks]
8. (a) Discuss TEN qualities of the front office staff. [10 marks]

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- (b) Explain the basic check in procedure of a guest in a hotel of your choice [10 marks]
9. (a) Discuss the FOUR main challenges facing front office growth, efficiency and control [8 marks]
- (b) Using a diagram, explain the organization and the duties of the front office personnel [12 marks]
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