

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

CHUKA & EMBU CAMPUSES

SECOND YEAR EXAMINATION FOR THE AWARD DIPLOMA IN TOURISM AND
HOSPITALITY MANAGEMENT

DTHM 0244: FRONT OFFICE OPERATIONS

STREAMS: DIP (DTHM) Y2S2

TIME: 2 HOURS

DAY/DATE: FRIDAY 14/12/2018

11.30 A.M - 1.30 P.M.

INSTRUCTIONS

- Answer ALL questions in Section A and any TWO in Section B
Do not write anything on the question paper

SECTION A: [30 MARKS]

1. Briefly discuss FIVE importance of front office department in a hospitality establishment. [5 Marks]
2. Briefly give THREE reasons why a hotel would deny guests a reservation [3 Marks]
3. Distinguish between guaranteed reservation and non-guaranteed reservation [4 Marks]
4. Briefly discuss FIVE attributes to be observed by the front office staff to maintain a positive image of the hotel. [5 Marks]
5. Briefly explain THREE points a receptionist needs to know when assigning a room to a specific guest. [6 Marks]
6. Briefly explain FOUR functions of front office accounting system. [4 Marks]
7. Outline THREE factors that the organization of the front office depends on. [3 Marks]

SECTION B: [40 MARKS]

8. With an aid of a diagram, discuss the activities that the front office staff are involved in during the four stages of the guest cycle. [10 Marks]

(b) Explain the information that is important when filing in a reservation form. [10 Marks]

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9. (a) Demonstrate using illustrations three ways through which a reservation clerk can determine room availability in a hotel. [12 Marks]

(b) Explain how technology has been applied in front office operations to enhance efficiency. [8 Marks]

10 (a) Explain the concept of reservation and describe the basic procedure involved in the reservation process of a guest in the hotel. [10 Marks]

(b) Discuss in details the check in procedure of a guest in the hotel. [10 Marks]

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