

**CHUKA**



**UNIVERSITY**

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**UNIVERSITY EXAMINATIONS**

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

**CHTM 00105: FRONT OFFICE OPERATIONS**

**STREAMS: CHTM YIS2**

**TIME: 2 HOURS**

**DAY/DATE: TUESDAY 10/12/2019**

**2.30 PM – 4.30 PM**

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**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. Highlight five functions of front office department in a four-star hotel. [5 marks]
2. List three sources of reservation in the front office department. [3 marks]
3. Briefly explain the types of reservation. [4 marks]
4. Differentiate between front house and back house operations of the of the front office. [4 marks]
5. Briefly differentiate between late check-out and express check out. [4 marks]
6. Briefly discuss the qualities of the front office personnel. [5 marks]
7. Briefly explain how the front office can increase average room rates in a hotel of your choice. [5 marks]

**SECTION B (40 MARKS)**

8. (a) Discuss the organizational structure of front office, while describing function of each staff. [12 marks]
- (b) Discuss challenges facing operations in the front office department. [8 marks]
9. (a) Discuss the four main stages of guest life cycle. [12 marks]
- (b) Discuss various modes of settling guest's accounts. [8 marks]
10. (a) Discuss the check out procedure of a guest in a hotel of your choice. [8 marks]
- (b) Discuss the relationship between front office and other departments of a hotel. [12 marks]
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