

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

DTHM 0244: FRONT OFFICE OPERATIONS

STREAMS: DTHM (Y2S2)

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 07/8/2019

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS:

- Answer ALL the questions in section A and any two in section B
- Do not write anything on this question paper

SECTION A (30 MARKS)

1. Briefly explain any five guest personality types a front office staff is likely to encounter [5 marks]
2. Explain any 3 forms likely to be used by guest at the front office. [3 marks]
3. Briefly describe any five ways a guest may use to hold a space in the hotel. [5 marks]
4. Outline any five ways a guest may guarantee their reservation at the hotel. [5 marks]
5. Explain any four types of Folios used at the Hotel accounting systems. [4 marks]
6. Discuss effective telephone handling techniques by a front office personnel. [5 marks]
7. Briefly explain how front office is related to any three departments in the hotel [3 marks]

SECTION B

8. Guest movement in hotel and within front office department happen in a cycle. Discuss [20 marks]
9. (a) Discuss the process of checking in a group in the hotel at the front office. [10 marks]

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- (b) Discuss the key front office security functions in a hotel. [10 marks]
10. Discuss the sequence of conducting night audit in a hotel [20 marks]
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