

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

CHUKA & EMBU

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

DTHM 0244: FRONT OFFICE OPERATIONS

STREAMS: DTHM (Y1S1)

TIME: 2 HOURS

DAY/DATE: MONDAY 09/12/2019

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS:

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

SECTION A (30 MARKS)

1. Highlight five functions of from office department [5 marks]
2. Briefly explain technological evolution in front office [3 marks]
3. Briefly explain various types of meal plans applicable in hospitality [5 marks]
4. Highlight the roles of night auditors [3 marks]
5. Briefly explain methods reservation in the front office [4 marks]
6. Briefly discuss the attributes of the front office personnel [5 marks]
7. Briefly discuss the relationship of front office with housekeeping department and sales department [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 the various meal plan applicable in hospitality industry [8 marks]

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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 checkout procedure of a guest in a hotel of your choice [10 marks]
(b) Discuss the procedure for handling of guest complaints in hotel [10 marks]
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