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**CHUKA**



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**UNIVERSITY EXAMINATIONS  
RESIT/SPECIAL EXAMINATIONS**

**EXAMINATION FOR THE AWARD OF DEGREE BACHELOR OF HOTEL  
MANAGEMENT**

**BCHM 212: FRONT OFFICE MANAGEMENT**

**STREAMS: BCHM Y2S2**

**TIME: 2 HOURS**

**DAY/DATE: THURSDAY 26/07/2018**

**11.30 A.M – 1.30 P.M**

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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 : (30MARKS)**

1. Outline the basic responsibilities of front office department. [6marks]
2. Identify six desirables and competencies that are important for the front office staff.  
[6marks]
3. Identify THREE types of reservations and discuss how they should be handled by the reservation manager. [6marks]
4. In an effort to achieve maximum room occupancy, sometimes the receptionists find themselves with overbooking problems. Discuss how overbooking should be handled without causing customer dissatisfaction. [6marks]
5. Explain SIX circumstances under which the guest may be denied accommodation.  
[6marks]

**SECTION B: ANSWER ANY TQO QUESTIONS (40MARKS)**

6. Discuss the organization structure of front office department. [20marks]
  7. Discuss the SOPs (Standard Operating Procedures) Procedure for handling the following front office duties:
    - (a) Checking –in the guest [10marks]
    - (b) Handling guest complain [10marks]
  8. Elaborate the application of information system in the guest cycle. [20marks]
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