

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**SECOND YEAR EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR
OF CATERING AND HOTEL MANAGEMENT**

BCHM 212: FRONT OFFICE MANAGEMENT

STREAMS: BCHM Y2S2 TOHM Y2S2

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 18/04/2018

11.30 A.M. – 1.30 P.M.

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. Explain the following terms as used in Front Office Operations
 - (i) Rack rate (2 marks)
 - (ii) Concierge (2 marks)
 - (iii) Yield management (2 marks)
 - (iv) Walking the guest (2 marks)
2. Discuss FIVE sources of reservations. (5 marks)
3. Explain FIVE sub-sections of the Front Office Department. (5 marks)
4. Discuss SIX duties of the night auditor. (6 marks)
5. According to the Hotel and Restaurant Act, it is an offence to deny guest accommodation. Briefly discuss THREE circumstances under which the guest may be denied accommodation. (3 marks)
6. Explain SIX modes of payment that can be used by guests to settle their bills. (3 marks)

SECTION B: Answer any TWO questions (40 marks)

7. (a) Explain the application of Information Technology in Front Office functions. (10 marks)
- (b) Elaborate the importance of PMS (Property Management System) to the Front Office department. (10 marks)
8. Discuss the guest cycle components. (20 marks)
9. Discuss the SOPs (Standard Operating Procedures) for the following Front Office activities.
- (i) Checking-in the guest (10 marks)
- (ii) Checking-out the guest (10 marks)
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