

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

CHUKA AND EMBU CAMPUSES

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

CHTM 00105: INTRODUCTION TO FRONT OFFICE OPERATIONS

STREAMS: CHTM Y1S2

TIME: 2 HOURS

DAY/DATE: THURSDAY 12/04/2018

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

- Answer all questions in Section A and any TWO in section B.
- Do not write on the question paper.

SECTION A: 30 MARKS (COMPULSORY)

1. Explain the following terminologies as used in front office operations
 - (a) Front office (1 mark)
 - (b) Reservations (1 mark)
2. Distinguish between guaranteed reservation and non-guaranteed reservation. (2 marks)
3. Chuka University has hired you as a Front Office Manager in their newly established hotel. Briefly explain five functions that you will be performing. (5 marks)
4. Briefly discuss FOUR elements of behaviour that needs to be observed by the front office staff to maintain a positive image of the hotel. (5 marks)
5. Briefly explain FOUR methods of payment during check out of a guest. (4 marks)
6. Explain FIVE ways through which the status of a room can be classified. (5 marks)
7. Discuss THREE equipment used in the reservations area. (3 marks)

8. Explain FOUR categories of front office staff and their main duties. (4 marks)

SECTION B: 40 MARKS

9. (a) With an aid of a diagram discuss the activities of the Front Office Staff during the four stages of the guest cycle. (10 marks)
- (b) Explain how technology has been applied in the front office operations to enhance efficiency. (10 marks)
10. (a) Explain the process followed to check in a guest on arrival. (10 marks)
- (b) The security of the guest in the hotel is a prerogative of all the hotel staff. Discuss how front staff can be involved in this security effort. (10 marks)
- 11 With the aid of a diagram demonstrate the organization structure of the Front Office Department in a large hotel. (20 marks)
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