

CHUKA

UNIVERSITY



UNIVERSITY EXAMINATIONS

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

BCHM 212: FRONT OFFICE MANAGEMENT

STREAMS: BCHM/BTOM (Y2S2)

TIME: 2 HOURS

DAY/DATE: MONDAY 14/04/2025

8.30 A.M. – 10.30 A.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. Highlight six qualities of the front office personnel. [6 marks]
2. Briefly discuss six factors that affect the organization of the front office of a hotel (6 marks)
3. State and explain six functions of the front office manager. (6 marks)
4. Briefly elucidate on the six methods of payment during check out of a guest. (6 marks)
5. Differentiate between front house and back house activities of the of the front office. (6 marks)

SECTION B (40 MARKS)

6. (a) The security of the guest in the hotel is a prerogative of all the hotel staff. Discuss six ways on how front office staff can be involved in this security effort. [12 marks]
(b) Elucidate on four different sections that are found in the front office of a five-star hotel (8 marks)
- 7.(a) With an aid of a diagram discuss the activities of the Front Office Staff during the four stages of the guest cycle. (12 marks)

(b) Discuss Eight ways on how technology has been applied in the front office operations to enhance efficiency. (8 marks)

8.(a) Explain eight important information obtained from the guest during reservation in a hotel. (8 marks)

(b) Discuss any four ways of guaranteeing a reservation in the hotel. (8 marks)

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