



MURANG'A UNIVERSITY COLLEGE

A Constituent college of Jomo Kenyatta University of Agriculture and
Technology)

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

UNIT: FRONT OFFICE OPERATIONS

END OF SEMESTER EXAMINATION

UNIT CODE: CHM 0122 TIME: 2 HOURS

DATE / /2016

INSTRUCTIONS

1. Read the questions carefully.
2. Section A is **COMPULSORY**.
3. Answer **TWO** questions in section B.

SECTION A

Question one is compulsory -30mks

- 1a. Highlight six functions of front office of a hotel. (6mks)
- b. Hotels are classified in various ways. Identify five hotels
classifications and give two examples of each. (10mks)
- 2a. Discuss four reasons of having an organization structure in a
hotel. (8mks)
- b. Highlight six functions of human resource department of a hotel.
(6mks)

SECTION B

Answer any two questions in this section

All the questions carry equal marks- 20mks

- 3a. Describe six front office equipment. (6mks)
- b. Explain the following terms
- i. reservation. ii. Front office (4mks)
- c. Highlight the procedure of checking out a guest. (10mks)
- 4a. Highlight six duties of a night auditor. (6mks)
- b. Identify four sources of reservation. (4mks)
- c. Discuss five problems encountered during check in of guests (10mks)
- 5a. Highlight five points to consider when choosing a filling classification system. (5mks)
- b. Discuss front office as the communication centre of the hotel. (10mks)
- c. Enumerate five roles of front office cashier. (5mks)

