



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: DHM 1123

TIME: 2 HOURS

DATE: 20TH AUGUST 2015

INSTRUCTIONS

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

SECTION A

Question one is compulsory

- 1a. Discuss front office as the nerve centre of the hotel (8mks)
- b. Identify six components of hotel fire safety system. (6mks)
- c. Highlight six sources of reservation. (6mks)
- d. Enumerate the procedure of dealing with mail for future guest. (10mks)

SECTION B

ANSWER ANY TWO QUESTIONS

- 2a. Draw an organization structure of a small hotel. (7mks)
 - b. Enumerate two functions of a front office. (2mks)
 - c. Identify seven types of hotels under target markets. (7mks)
 - d. Explain the term reservation. (4mks)
- 3a. State five roles of the front office cashier. (5mks)
 - b. Explain guest cycle stage during arrival of guest. (5mks)
 - c. Enumerate the procedure of checking-out a guest. (10mks)
- 4 a. Highlight six duties of a night auditor. (6mks)
 - b. Enumerate eight essential attributes of front office staff. (8mks)
 - c. Explain how hotels deal with overbooking (6mks)
- 5a. Describe six front office equipment. (6mks)
 - b. Enumerate six advantages of computerised system in hotel front office. (6mks)
 - c. State four advantages of registration book. (4mks)