



# **MASENO UNIVERSITY**

## **UNIVERSITY EXAMINATIONS 2012/2013**

**SECOND YEAR FIRST SEMESTER EXAMINATION FOR  
THE DEGREE OF BACHELOR OF SCIENCE IN  
ECOTOURISM, HOTEL & INSTITUTION MANAGEMENT  
WITH INFORMATION TECHNOLOGY  
(CITY CAMPUS - EVENING)**

### **SEH 206: BUSINESS LAW**

*Date: 25<sup>th</sup> July, 2013*

*Time: 5.30 – 7.30 p.m.*

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**SEH 206: BUSINESS LAW (KISUMU CITY CAMPUS)**

**INSTRUCTIONS:**

This question paper has two sections: **Section A** and **Section B**.

**Section A:** Answer all the questions in the answer booklet provided

**Section B:** Answer any three (3) questions in the answer booklet provided.

**SECTION A (25MKS)**

- Q1. Distinguish between substantive and procedural law. (3mks)
- Q2. Explain the following latin dicta as used in the laws of Kenya: *Stare decisis; damnum sine injuria; res ipsa loquitur.* (6mks)
- Q3. Under the Age of Majority Act (1974) an agreement entered into by an infant may constitute a binding, voidable, or void contract depending on the object of the agreement. Briefly explain this statement. (6mks)
- Q4. Using appropriate examples explain the defects of the common law that equity was meant to address. (10mks)

**SECTION B (45MKS)**

- Q5. Discuss examples of 'illegal contracts'. (15mks)
- Q6. a) Distinguish tort from crime (6mks)  
b) Describe general defenses in negligence (9mks)
- Q7. a) Define 'sale of goods' (2mks)  
b) Explain the legal consequences of the above definition (13mks)
- Q8. a) Identify the differences between checks and other bills. (5mks)  
b) Describe the legal characteristics of a negotiable instrument. (10mks)



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FOR THE DEGREE OF BACHELOR OF SCIENCE IN  
ECOTOURISM, HOTEL & INSTITUTIONAL  
MANAGEMENT WITH INFORMATION TECHNOLOGY  
(MAIN CAMPUS)**

### **SEH 207: FRONT OFFICE OPERATIONS**

*Date: 16<sup>th</sup> July, 2013*

*Time: 2.00 – 4.00 p.m.*

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MASENO UNIVERSITY  
DEPARTMENT OF ECOTOURISM, HOTEL AND INSTITUTION  
MANAGEMENT  
SEH 207: FRONT OFFICE OPERATIONS  
SIRIBA CAMPUS

INSTRUCTIONS TO THE CANDIDATE

This paper has 2 sections A & B. **Attempt all the questions in section A and any 4 questions from section B.** All questions should be answered in the answer booklet provided.

**Section A (30 Marks)**

- 1). a). Describe the 4 common rate categories used by hotels. (4 Marks)
- b). Identify and explain key factors that determine hotel room tariff. (3 Marks)
- c). The front office department of the hotel performs the duty to coordinate the the operations of the entire hotel. In light of this statement highlight the kind of information exchanged between the front office and the following departments:
  - i. Housekeeping department (2 marks)
  - ii. Maintenance department (2 Marks)
  - iii. Food and beverage department (2 Marks)
  - iv. Sales and Marketing Department (2 Marks)
- d). Using a clear figure, outline the guest cycle. (4 marks)
- e). By use of sketches, differentiate between density charts and conventional charts as used by the reservation section of the hotels front office. (4 marks)
- f). Outline the character traits required for a receptionist to effectively perform the function of welcoming guests. (4 Marks)

g). Explain how the “type of guest” determines the process of room assignment (marks)

**Section B (40 Marks). Attempt any 4 questions from this section. Each question is 10 marks.**

a). Give reasons why guests must be registered at the hotel’s front office department upon arrival. (2.5 Marks)

b). Outline the contents of a guest registration card. (7.5 Marks)

Kenya’s Hospitality Industry is currently facing various safety and security threats.

i) Identify 5 such safety and security threats. (5 Marks)

ii) Suggest ways how you would reduce the dangers resulting from such threats as the front office manager of your hotel. (5 Marks)

a). Identify and explain the 8 key activities that take place during check-out. (4 marks)

b). For the purposes of maximizing yield, Hotels will in most instances overbook their rooms deliberately. In light of this statement, identify and explain the key information that the hotel must possess in order to avoid problems that might result from overbooking. (6 Marks)

a). Explain the dilemma that front office managers will normally find themselves in while undertaking yield management. (2 Marks)

b). Explain the two major decisions that front office managers will make in their effort to maximize yield. (8 Marks)

a). Outline the guest accounting cycle. (6 Marks)

b). List 8 main responsibilities of a hotel’s night auditor. (4 Marks)

c). Identify key training areas for the following front office staff members.

i) Receptionists / Reservationists (4 Marks)

ii) Concierge staff (3 Marks)

iii) Switchboard attendants (3 Marks)