



**MURANG'A UNIVERSITY OF TECHNOLOGY**  
**SCHOOL OF HOSPITALITY TOURISM AND TRAVEL**  
**MANAGEMENT**

DEPARTMENT OF HOSPITALITY MANAGEMENT

ORDINARY UNIVERSITY EXAMINATION

2023/2024 ACADEMIC YEAR

**SECOND YEAR SECOND SEMESTER EXAMINATION FOR BACHELOR**  
**OF SCIENCE IN HOSPITALITY MANAGEMENT/ TOURISM /TOUR / TOUR**  
**AND TRAVEL**

HTU 203 – FRONT OFFICE OPERATIONS MANAGEMENT

DURATION: 2 HOURS

**INSTRUCTIONS TO CANDIDATES:**

1. Answer question one and any other two questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

## **SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION**

### **QUESTION ONE (30 MARKS)**

- a) Describe the following terminologies
  - i. Front office (2 marks)
  - ii. Special rates (2 marks)
  - iii. Take – up time (2 marks)
- b) Differentiate between arrival list and arrival notification documents used in communication. (4 marks)
- c) State two (2) duties performed by each of the following front office personnel
  - i. Linkman (2 marks)
  - ii. Valet (2 marks)
  - iii. Bell boy (2 marks)
- d) Explain the term overbooking. (2 marks)
- e) Discuss any three (3) types of rooms used to formulate the hotel tariff. (6 marks)
- f) State four (4) disadvantages of using a registration card could in the hotel. (4 marks)

## **SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION**

### **QUESTION TWO (20 MARKS)**

- a) Summarise four factors determining the size of a front office. (10 marks)
- b) Describe the following tariff structures used when reserving accommodation. (10 marks)
  - i. Continental plan
  - ii. American plan
  - iii. European plan
  - iv. Inclusive term
  - v. Special rates

### **QUESTION THREE (20 MARKS)**

- a) Outline the procedure of checking – in of a chance guest. (10 marks)
- b) Highlight six (6) details that the reception board gives to the receptionists. (6 marks)
- c) State four (4) activities performed by the front office personnel in the enquiring stage of guest cycle. (4 marks)

### **QUESTION FOUR (20 MARKS)**

- a) State five (5) points to observe during a search as security measure in a hotel. (5 marks)
- b) Enumerate any ten attributes of the front office personnel. (5 marks)
- c) Elucidate how to handle the following types of mails (4 marks)
  - i. Letters for guests
  - ii. Letters for guests who filed the mail forwarding form.
- d) Highlight six reasons for merchandized billing system. (6 marks)