



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOPITALITY MANAGEMENT

UNIVERSITY SPECIAL/SUPPLEMENTARY EXAMINATION

2018/2019 ACADEMIC YEAR

FIRST YEAR SECOND SEMESTER EXAMINATION FOR, DIPLOMA IN HOSPITALITY MANAGEMENT

DHM1123- FRONT OFFICE OPERATIONS

DURATION: 2 HOURS

DATE: 13/12/2018

TIME: 9 – 11 A.M.

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) Explain the following terms:
 - (i) Front office (2mks)
 - (ii) Reservation (2mks)
 - (iii) Checking out (2mks)
- b) Highlight four sources of reservation (4mks)
- c) Discuss five attributes of front office staff (10mks)
- d) Describe five functions of front office in a hotel (10mks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Explain why front office is referred to as the hub of the hub of the hotel (6mks)
- b) Highlight four duties of each of the following:
 - (i) Telephone operator (4mks)
 - (ii) Receptionist (4mks)
 - (iii) Bell boy (4mks)
- c) Identify two types of guest rooms (2mks)

QUESTION THREE (20 MARKS)

- a) Highlight eight duties of front office manager (8mks)
- b) Explain guest arrival stage during the arrival of a guest (5mks)
- c) Describe the procedure of reservation (7mks)

QUESTION FOUR (20 MARKS)

- a) Describe the activities undertaken at the following stages of the guest cycle:
 - (i) Pre- arrival (3mks)
 - (ii) Arrival (3mks)
 - (iii) Departure (2mks)
- b) Identify six duties of front office cashier (5mks)
- c) Highlight six factors to consider when purchasing different front office equipment (6mks)