



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY

UNIVERSITY ORDINARY EXAMINATION

2018/2019 ACADEMIC YEAR

FIRSTYEAR THIRD SEMESTER EXAMINATION FOR CERTIFICATE IN HOSPITALITY MANAGEMENT

CHM 025 – FRONT OFFICE OPERATIONS

DURATION: 2 HOURS

DATE: 16/04/2019

TIME: 9.00-11.00 AM

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) State six essential attributes of front office staff (6marks)
- b) Explain the meaning of the following terms:
 - (i) Front office (2marks)
 - (ii) Reservation (2marks)
- c) Discuss front office as the communication centre of the hotel (10marks)
- d) List five front office equipment (5marks)
- e) Enumerate five types of guest rooms (5marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) List six duties of a night auditor (6marks)
- b) Identify four sources reservations (4marks)
- c) Explain five problems encountered during check-in of guests (10marks)

QUESTION THREE (20 MARKS)

- a) Identify four roles of a Front office managers
- b) Explain six functions of Front office (12marks)
- c) Differentiate between guaranteed and non-guaranteed reservations (4marks)

QUESTION FOUR (20 MARKS)

- a) Highlight six advantages of computerized systems in hotel front office (6marks)
- b) Explain security measures that a hotel should take to minimize incidents of walk-outs (10marks)
- c) State four advantages of registration book (4marks)