



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY

UNIVERSITY ORDINARY EXAMINATION

2018/2019 ACADEMIC YEAR

SECOND YEAR FIRSTSEMESTER EXAMINATION FOR DIPLOMA IN HOSPITALITY MANAGEMENT

DHM064 – FRONT OFFICE OPERATIONS

DURATION: 2 HOURS

DATE: 17/04/2019

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) List six types of guest rooms (6marks)
- b) Explain the meaning of the following terms:
 - (i) Reservation (2marks)
 - (ii) Front office (2marks)
- c) Outline the procedure of checking out a guest (10marks)
- d) Discuss Front office as the communication centre of the hotel (10marks)

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 of reservation (4marks)
- c) Explain five problems encountered during check in of guests (10marks)

QUESTION THREE (20 MARKS)

- a) List five front office equipment (5marks)
- b) Explain six functions of front office (12marks)
- c) Identify three roles of a front office manager (3marks)

QUESTION FOUR (20 MARKS)

- a) Differentiate between guaranteed and non-guaranteed reservations (4marks)
- b) Explain security measures that a hotel should take to minimize incidents of walk-outs (10marks)