



# **MURANG'A UNIVERSITY OF TECHNOLOGY**

## **SCHOOL OF HOSPITALITY AND TOURISM MANAGEMNT**

**DEPARTMENT OF HOSPITALITY**

**UNIVERSITY ORDINARY EXAMINATION**

**2020/2021 ACADEMIC YEAR**

**SECOND YEAR SECOND SEMESTER EXAMINATION FOR DIPLOMA IN  
HOSPITALITY MANAGEMENT**

**UNIT CODE: DHM064**

**UNIT TITLE: FRONT OFFICE OPERATIONS**

**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) Outline SIX functions of the information desk. (6marks)
- b) Explain FOUR functions of a night auditor in a five-star hotel. (8marks)
- c) Describe the procedure of posting charges into the guest's account. (6marks)
- d) State THREE points to note when handling disabled guests. (3marks)
- e) Explain TWO skills of handling a telephone call. (4marks)
- f) State THREE ways of identifying a suspicious guest in a hotel. (3marks)

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

**QUESTION TWO (20 MARKS)**

- a) Outline the procedure for receiving guests. (8marks)
- b) Define the following terms:
  - i. Guaranteed arrival (2marks)
  - ii. Allowance. (2marks)
  - iii. No show. (2marks)
- c) Explain THREE ways by which a reservation may be guaranteed. (6marks)

**QUESTION THREE (20 MARKS)**

- a) Outline EIGHT professional qualities a receptionist should demonstrate. (8marks)
- b) Explain FIVE security measures that a hotel should take to minimise incidents of walk out. (10marks)
- c) Name FOUR room status systems. (2marks)

**QUESTION FOUR (20 MARKS)**

- a) Describe SIX activities that are carried out when a guest is in-house. (6marks)
- b) Explain how a receptionist should deal with a guest complaining of no soap in the bathroom. (6marks)
- c) Outline EIGHT factors that affect room forecasting. (8marks)