



MACHAKOS UNIVERSITY

University Examinations 2020/2021

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

MODULE 1 FIRST SEMESTER EXAMINATION FOR DIPLOMA IN CATERING AND
ACCOMODATION MANAGEMENT

FRONT OFFICE OPERATIONS

DATE:

TIME:

INSTRUCTIONS

- This paper consists of Two Sections A and B
- Section A is Compulsory and carries 40 marks
- Section B has four questions of 20 marks each. Attempt any Three.

SECTION A: (COMPULSORY) (40 MARKS)

1. Define the following terms as used in front office operations (10 marks)
 - a) Check in
 - b) Check out
 - c) Reservation
 - d) Advance booking
 - e) Guest history card
2.
 - a) State four responsibilities of the front office in different establishments (4 marks)
 - b) Explain five functions of the front office (10 marks)
 - c) Describe six attributes the front office human resources (6 marks)
3. Sketch the organizational structure of the front office in different establishments (10 marks)

SECTION B: ATTEMPT ANY THREE QUESTIONS FROM THIS SECTION

4.
 - a) State four roles of front office cashier in front office operations. (4 marks)

- b) Distinguish between the duties of a reservation clerk and a receptionist (6 marks)
- c) The front office in a hotel has a unique role. Using examples explain this role (10 marks)
5. a) Analyze the guest cycle in a hotel. (10 marks)
- b) Explain five functions of night audit in a busy five-star hotel (10 marks)
6. a) Describe five functions of front office procedures (10 marks)
- b) The hotel manager in Diamonds dream hotel has noticed that the hotel is making losses. Identify five ways of minimizing pilferage in the hotel operations (10 marks)
7. a) Explain forms of communication in front operations (10 marks)
- b) The hotel manager in Silver palm hotel has notice discrepancies between the receptionist's records of rooms let with the housekeeper's report. Explain the four main types of discrepancies.