



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies
DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF TECHNOLOGY IN HOTEL & HOSPITALITY MANAGEMENT

BHH 4107: FRONT OFFICE OPERATIONS

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2015

TIME: 2 HOURS

INSTRUCTIONS:

- Answer question **ONE (Compulsory)** in Section **A** and any other **TWO** questions in Section **B**.

This paper consists of Two printed pages

SECTION A (Compulsory)

QUESTION 1

- a) Describe the techniques used to upsell guests. **(10 marks)**
- b) Explain the procedures followed when the guest cannot be accommodated. **(20 marks)**

SECTION B (Answer any TWO questions)

QUESTION 2

- a) Draw the pre-arrival procedure diagram. **(6 marks)**
- b) Explain the benefits of the reservation form. **(5 marks)**
- c) Describe the functions of the front office. **(5 marks)**
- d) Define the term ‘web-based “PMS” (Property Management Systems). **(4 marks)**

QUESTION 3

Discuss the registration process.

(20 marks)

QUESTION 4

Describe the group business tactics used during low demand periods.

(20 marks)

QUESTION 5

Given the high degree of attention they award to guests; explain the concept of uninformed services.

(20 marks)