



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

FACULTY OF BUSINESS AND SOCIAL STUDIES



DEPARTMENT OF HOSPITALITY AND TOURISM

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT (DCAM A09)

END OF SEMESTER EXAMINATION

APRIL/MAY 2010 SERIES

FRONT OFFICE OPERATIONS

TIME: 2 HOURS

Instructions

1. This paper consists of **TWO** Sections **A & B**.
Answer **ALL** Questions in Section **A**.
Answer **TWO** Questions in Section **B**.
2. ALL Answers should be written in Answer Booklet provided.
3. Follow **ALL** Examination Rules.

SECTION A : Compulsory (30 Marks)

Question ONE

(a). Clearly define the following terms:-

(i). Tariff (2 Marks)

(ii). Density chart (2 Marks)

(iii). Switchboard (2 Marks)

(iv). Concierds (2 Marks)

(iv). Raté (2 Marks)

(b). Explain the meaning and managerial functions of front office. (10 Marks)

(c). Reservations is the heart and soul of all viable business.

(i). What is the 'offer' and 'request in relation to the reservation process. (5 Marks)

(ii). Give **FIVE (5)** major types of reservation. (5 Marks)

SECTION B : Answer ANY TWO Questions in this Section 40 marks)

Question TWO

Discuss the essential details entailed in the Guest Circle Stages. (20Marks)

Question THREE

Front Office as said to be the centre of communication.

(i). Vividly point out the **FIVE (5)** communication principles appliance. (10 Marks)

(ii). Give a detailed account of **FIVE (5)** main types of communications. (10 Marks)

Question FOUR

Explain the roles performed in Front Office's major sections of operation. (20 Marks)

Question FIVE

(i). What is cashiering? (4 Marks)

(ii). Highlight **EIGHT (8)** duties performed in cashiering. (20 Marks)