TECHNICAL UNIVERSITY OF MOMBASA
School of Humanities & Social Sciences

DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN

BACHELOR OF TECHNOLOGY IN HOTEL & HOSPITALITY MANAGEMENT

BHT 4204: FRONT OFFICE OPERATIONS

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: JUNE/JULY 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) Discuss the most common front office software packages. **(20 marks)**

b) Draw the front office computer applications. **(10 marks)**

SECTION B (Answer any **TWO** questions)
QUESTION 2

a) Explain the front office departure procedures. **(9 marks)**

b) Describe the methods of settlement of guest's bills. **(11 marks)**

QUESTION 3

'Credit cards are as important to front office cashflow as the precaution taken with any other method of payment'. Discuss the authorization and verification of credit cards. **(20 marks)**

QUESTION 4

Explain the Property Management System (PMS) within the various stages of the guest cycle.

(20 marks)

QUESTION 5

Hotels target many market and can be classified according to markets they attempt to serve. Discuss the various types of establishments. **(20 marks)**