



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)