



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT
(DHIM J14, S13)

BHC 2207: FRONT OFFICE OPERATIONS

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: FEBRUARY 2015

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- *This paper consists of Three printed pages.*

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Provide definition for the following terms as they are used in hospitality sector.
- i) Reservations
 - ii) Hospitality industry
 - iii) Overbooking
 - iv) Audit
 - v) Skippers
- (10 marks)**
- b) i) Explain briefly what is meant by the term organization. **(2 marks)**
ii) To what extent is a hotel an organization. **(3 marks)**
- c) Outline importance of the reservation process. **(4 marks)**
- d) State main functions of the front office accounting system. **(3 marks)**
- e) The head hall porter is in charge of all uninformed staff in the front office and normally works from a desk in the main lobby. Outline some of the duties and services that head hall porter conducts. **(8 marks)**

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Discuss factors that determines the organization of the front office. **(9 marks)**
- b) What kind of service would you suggest to the following guests in order to increase sales
- i) An independent traveler coming in your city on business purpose.
 - ii) A group of teenage pleasure travelers.
 - iii) A newly-wed couple on their honeymoon.
- (9 marks)**
- c) Why do hotels sometimes deny bookings from customers? **(2 marks)**

QUESTION 3

- a) You are the front office Supervisor and your Manager has asked you to give him some suggestion on how the hotel may improve the facilities and services to attract more business travelers. Make **FOUR** suggestions in response to this request, and explain why you think that they are useful. **(12 marks)**
- b) State and briefly explain a list of important guests that most hotels pay special attention to. **(8 marks)**

QUESTION 4

You are a reservations clerk of a hotel. A customer telephoned your department to make a reservation but she had some queries concerning whether or not she should guarantee her booking:

- a) Briefly explain to the guest the benefits she could obtain by guaranteeing her booking. **(5 marks)**
- b) State and explain the different methods by which she could guarantee her booking. **(12 marks)**
- c) In the eyes of the law, is it necessary for her to guarantee a booking? Why? **(3 marks)**

QUESTION 5

State and briefly explain important considerations to be borne in mind when completing each part of reservation form. **(20 marks)**