



TECHNICAL UNIVERSITY OF MOMBASA
School of Humanities & Social Studies
DEPARTMENT OF HOSPITALITY & TOURISM

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

BHH 4107: 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) Compare and contrast affiliate versus non-affiliate networks. **(20 marks)**
- b) Explain the advantages and disadvantages of clustered reservations. **(10 marks)**

SECTION B (Answer any TWO questions)

QUESTION 2

- a) Describe the various to consider for a front office job specification. **(16 marks)**
- b) Define the term “Global Distribution Systems”. **(4 marks)**

QUESTION 3

Discuss the following phrases and terms:

- a) The similarities and differences between timeshare and condominiums. **(10 marks)**
- b) Hotel classification. **(10 marks)**

QUESTION 4

Discuss the various methods of payment used during the registration process. **(20 marks)**

QUESTION 5

Describe the group business tactics used during high demand periods. **(20 marks)**