



**TECHNICAL UNIVERSITY OF MOMBASA**  
***Faculty of Business & Social Studies***

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT  
(DHIM M14)

**BHC 2207: HOTEL FRONT OFFICE OPERATION**

END OF SEMESTER EXAMINATIONS

**SERIES:** APRIL 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 Two printed pages.*

## SECTION A (Compulsory) 30 Marks

### QUESTION 1

- a) Explain in detail the information that should be included in the orientation programme of a new front office employee. **(10 marks)**
- b) Explain **FIVE** methods through which a guest can settle his/her hotel bills. **(10 marks)**
- c) Mention and briefly explain **FIVE** special room rate categories. **(10 marks)**

## SECTION B (Answer any TWO questions) 40 Marks

### QUESTION 2

- a) Discuss **FIVE** situations which may lead to guest's complaints while staying in a hotel. **(10 marks)**
- b) Mention and briefly explain **FIVE** types of folios used in the front office department's guest accounting procedures. **(10 marks)**

### QUESTION 3

- a) Explain in detail what you understand by guaranteed reservations within the hotel systems. **(4 marks)**
- b) Mention and briefly explain any **FOUR** known global distribution systems within the travel industry. **(8 marks)**
- c) Mention **FOUR** steps of the registration process which a guest undergoes before he/she is checked into a hotel. **(8 marks)**

### QUESTION 4

- a) A hotel has several other centres apart from room sales through which it can raise revenue. Mention and explain **FIVE** other revenue centres apart from room sales through which a hotel can raise money. **(10 marks)**
- b) While checked into the hotel a guest may call the reception desk and request for a number of items. Mention any **FIVE** such items that a guest may request. **(10 marks)**

### QUESTION 5

- a) Mention **FOUR** advantages and **FOUR** disadvantages of internal promotion. **(8 marks)**
- b) Mention **SIX** articles or topics to be included in a front office newsletter or bulletin. **(6 marks)**
- c) Define the term performance appraisal and give **FOUR** functions that a good one will fulfil. **(6 marks)**