

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)