



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN CATERING & ACCOMMODATION MANAGEMENT

(DCAM A09)

FRONT OFFICE OPERATIONS

END OF SEMESTER II EXAMS

SERIES: APRIL/MAY 2010

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

1. The paper consists of **TWO** Sections **A** and **B**.
2. Section **A** is compulsory.
3. Answer any **TWO** questions from Section **B**.
4. Cheating leads to **DISQUALIFICATION**.
5. ALL Answers should be written in Answer Booklet provided.
6. Follow **ALL** Examination Rules.

SECTION A
(Compulsory - 30 Marks)

QUESTION ONE

- (a) Clearly define the following terms:-
- (i) Tariff **(2 Marks)**
 - (ii) Density chart **(2 Marks)**
 - (iii) Switchboard **(2 Marks)**
 - (iv) Concierds **(2 Marks)**
 - (iv) Raté **(2 Marks)**
- (b) Explain the meaning and managerial functions of front office. **(10 Marks)**
- (c) Reservations is the heart and soul of all viable business.
- (i) What is the 'offer' and 'request in relation to the reservation process? **(5 Marks)**
 - (ii) Give **FIVE** major types of reservation. **(5 Marks)**

SECTION B
(Answer ANY **TWO** Questions in this Section - 40 marks)

QUESTION TWO

Discuss the essential details entailed in the Guest Circle Stages. **(20Marks)**

QUESTION THREE

Front Office is said to be the centre of communication.

- (i) Vividly point out the **FIVE** communication principles. **(10 Marks)**
- (ii) Give a detailed account of **FIVE** main types of communications. **(10 Marks)**

QUESTION FOUR

Explain the roles performed in Front Office's major sections of operation. **(20 Marks)**

QUESTION FIVE

- (i) What is cashiering? **(4 Marks)**
- (ii) Highlight **EIGHT** duties performed in cashiering. **(16 Marks)**