



# TECHNICAL UNIVERSITY OF MOMBASA

*Faculty of Humanities and Social Studies*

**DEPARTMENT OF HOSPITALITY & TOURISM**

**DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT**

**BHT 2207: FRONT OFFICE OPERATIONS  
END OF SEMESTER EXAMINATIONS**

**SERIES: MAY 2016**

**TIME: 2 HOURS**

## **INSTRUCTIONS:**

- This paper consists of **TWO** Sections **A** and **B**.
- Section **A** is Compulsory. Answer **ALL** questions.
- Answer any **TWO** questions in Section **B**.

**SECTION A (30 Marks)**

1.
  - a. Explain FIVE reasons that may lead to blacklisting of a guest (10 Marks)
  - b. Explain FIVE roles of night auditor (10 Marks)
  - c. Highlight the importance of a hotel organizational structure (10 Marks)

**SECTION B (40 Marks)**

2. Highlight TEN professional behavior and attitude practices considered vital for the front office staff (20 Marks)
3. With the use of examples, differentiate between front of the house operations and back of the house operations (20Marks)
4. Discuss TEN advantages that computerized front office applications have over manual systems (20 Marks)
5. Discuss the various sub-departments under the front office (20 Marks)

