



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

UNIVERSITY EXAMINATION FOR THE DEGREE OF:

BACHELOR OF SCIENCE IN TOURISM MANAGEMENT (BSTM S15)

BHT 4204: FRONT OFFICE OPERATIONS

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME: 2 HOURS

DATE: Pick Date DECEMBER 2016

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt Choose instruction.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

Compare and contrast affiliate versus non-affiliate networks **(20 marks)**

Explain the advantages and disadvantages of clustered reservations **(10 marks)**

SECTION B (Answer only TWO questions)

QUESTION TWO

Describe the various elements to consider for a front office job specification **(16 marks)**

Define the term “**Global Distribution Systems**” **(4 marks)**

QUESTION THREE

Discuss the following phrases and terms:

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

QUESTION FOUR

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

QUESTION FIVE

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