



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT

(DHIM J/M16)

BHC 2207: FRONT OFFICE OPERATIONS

SPECIAL SUPPLEMENTARY EXAMINATION SEPT. 2017 6

SERIES:AUGUST2017

TIME:2HOURS

DATE:Pick DateSelect MonthPick Year

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attemptquestion ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

Question ONE

The following occupancy history is available from Hotel Trifafi for the first week of April 2017.

HOTEL TRIFAFI

OCCUPANCY HISTORY

Day	Date	In house guests	Arrivals	Walk ins	Reservations	No shows	Occupied room	Over stay	Under stay	Check out
Mon	i/4/17	125	90	15	70	5	95	7	2	35
Tue	2/4/17	150	45	20	45	10	120	9	5	45
Wed	3/4/17	275	75	18	50	10	115	20	4	34
Thur	4/4/17	115	35	20	45	9	90	5	6	75
Fri	5/4/17	85	40	9	35	6	50	3	0	85
Sat	6/4/17	80	25	23	25	15	55	2	8	36
Sun	7/4/17	55	15	15	15	10	40	4	5	40

Total		885	325	120	285	65	565	50	30	350
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- a) Calculate the following:
- i. No show percentage (5 marks)
 - ii. Walk in percentage (5 marks)
 - iii. Under stay percentage (5 marks)
 - iv. Over stay percentage (5 marks)
- b) Explain **THREE** room availability records used in manual systems (6 marks)
- c) Highlight **FOUR** vital importance's of the reservation process (4 marks)

Question TWO

- a) The guest cycle has several stages, Explain the functions of front office during the guest stay in the hotel (10 marks)
- b) Discuss **THREE** ways in which guaranteed reservations can be obtained (6 marks)
- c) Describe the **TWO** verbal modes of reservations (4 marks)

Question THREE

- a) Define Paging (2 marks)
- b) Discuss **FOUR** major categories of guest complaints (8 marks)
- c) Outline the procedure of mail delivery as followed by the hotel (10 marks)

Question FOUR

- a) Hotels, for security reasons use different types of keys. Explain the **THREE** types of room keys used in hotels. (6 marks)
- b) Revenue managers seek to maximize revenue by controlling forecast information. With the help of revenue maximization tools discuss. (9 marks)
- c) Define **Yield** and briefly discuss **TWO** challenges in yield Management. (5 marks)

Question FIVE

- a) Explain the hotel classification based on the type of clientele (10 marks)
- b) Describe **THREE** personal barriers to communication in front office (6 marks)
- d) Differentiate between the following: (4 marks)
- i. Mission and Objectives
 - ii. Guaranteed and Non guaranteed reservations

ii. Guaranteed and Non guaranteed reservations