



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN FRONT OFFICE OPERATIONS

BHC 2230: FRONT OFFICE OPERATIONS AND MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: AUGUST2019

TIME: 2HOURS

DATE: Aug2019

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, Calculator, examination pass and student ID

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

Do not write on the question paper.

QUESTION 1

- a. Describe three types of switch boards (6 marks)
- b. Explain four types of telephone lines and their uses. (8 marks)
- c. Discuss FIVE types of Telephone Calls. (6 marks)
- d. A reception plays an important role in an organization. Explain FIVE roles of the Receptionist. (10 marks)

QUESTION 2

- a) Explain the duties of a lobby manager (10 marks)
- b) Describe the kind of information that you could register from an arriving guest if you were manning the reservation desk. (10 marks)

QUESTION 3

- a) Explain the procedure that the front office staff should follow in order to handle untamed visitors to the organization. (10 marks)
- b) Describe the parts of a front office department. (10 marks)

QUESTION 4

- a) explain the procedures that should be followed by the Front Office staff in the event of an emergency. (10 marks)
- b) Explain the duties and responsibilities of front office agents. (10 marks)

QUESTION 5

- a) Explain five types of business units. (10 marks)
- b) Describe the skills and competencies of a front office lobby manager. (10 marks)