



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: AUGUST 2019

TIME: 2 HOURS

DATE: Aug 2019

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)
- i. Define Front Office. (4marks)
 - ii. Outline four functions of front office. (8marks)
- b)
- i. Define telephone. (2marks)
 - ii. Explain four advantages of telephone. (8marks)
- c) Outline **FOUR** types of business organizations. (8marks)

QUESTION 2

- a) Explain the role of reservations. (10marks)
- b) Describe five disadvantages of telephone. (10marks)

QUESTION 3

- a) Describe the duties of a switchboard operator. (10marks)
- b) Explain five services that are offered by the post office. (10marks)

QUESTION 4

- a) Describe the role played by a front office operator. (10marks)
- b) Explain the role of a front office cashier. (10marks)

QUESTION FIVE

- a) Describe four details found in the check-in sheet. (8 marks)
- b) Describe the four different staff found in the front office (6 marks)
- c) Explain three types of information captured in a pre-arrival form. (6 marks)