



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

BACHELOR OF COMMERCE

BACHELOR OF BUSINESS ADMINISTRATION

BMC 2202: FRONT OFFICE & TELEPHONE OPERATIONS

END OF SEMESTER EXAMINATION

SERIES:AUGUST2019

TIME:2HOURS

DATE:Pick DateAug2019

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

a). There are two categories of Front Office Operations. These operations are visible to the guests of the hotel. The guests can interact and see these operations. Discuss such operations. (15 marks)

b). Explain FOUR sequential phases of Guest Cycle in Hotel. (15 marks)

QUESTION TWO

Front office organization is the process of understanding the job, dividing the job into small components, grouping responsibilities & authorities among staff, establishing relationships in the activities and staff for the achievement of common goal. Discuss any four staffs giving their duties and responsibilities. (20 marks)

QUESTION THREE

a). Before choosing the right telephone system for the heartbeat of your business, there are several factors to consider. Discuss five factors. (15 marks)

b) Highlight 5 types of organisations found in Kenyan contest. (5 marks)

QUESTION FOUR

- a.) Explain FOUR Different Types of Calls. (8 marks)
- b.) Explain characteristics of truly outstanding telephone customer service. (12 marks)

QUESTION FIVE

Discuss 5 types of organizations found in Kenyan context. (20 marks)