



# TECHNICAL UNIVERSITY OF MOMBASA

## *Faculty of Business & Social Studies*

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT

(DHIM M13)

### **BHC 2207: FRONT OFFICE OPERATIONS**

END OF SEMESTER EXAMINATIONS

**SERIES:** APRIL 2014

**TIME:** 2 HOURS

#### **INSTRUCTIONS:**

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- ***This paper consists of Three printed pages.***

## **SECTION A (Compulsory) 30 Marks**

### **QUESTION 1**

- a) State and briefly explain different ways of classifying hotels. **(8 marks)**
- b) Explain the main responsibilities of security department in a hotel. **(4 marks)**
- c) State and briefly explain different types of guests transactions and services which are involved in the different phases of the guest cycle. **(10 marks)**
- d) Imagine that you are a guest telephoning a hotel from long distance to reserve a room. Explain what way you would like the hotel to respond. **(8 marks)**

## **SECTION B (Answer any TWO questions) 40 Marks**

### **QUESTION 2**

- a) Explain the meaning of the following terms as used in front office operation:
  - i) Release time
  - ii) No-show
  - iii) Overbooking
  - iv) Full house**(4 marks)**
- b) Discuss how room availability can be determined from different availability charts. **(16 marks)**

### **QUESTION 3**

- a) Virtually every hotel has its own system for recording and monitoring reservations. Discuss the principal functions performed by reservation systems. **(14 marks)**
- b) Explain factors that have to be considered when designing a reservation system for a hotel. **(6 marks)**

### **QUESTION 4**

- a) In order to give guests a lasting first impression, the reception staff need to be efficient and have good social skills. Discuss the appropriate social skills necessary when dealing with guests. **(10 marks)**
- b) Discuss the process of checking in new arrivals. **(10 marks)**

### **QUESTION 5**

- a) On occasion, a guest may arrive earlier than expected and there may be no vacant or clean rooms available. Briefly explain the variety of options that the receptionist may take in such circumstances.

**(12 marks)**

- b) Good salesmanship is needed by reception staff when selling hotel facilities. State and explain some of the guidelines for a good salesmanship techniques. **(8 marks)**