



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE DEGREE OF:

BACHELOR OF TECHNOLOGY IN

HOSPITALITY MANAGEMENT (**BTHM S23**)

& BACHELOR OF SCIENCE IN TOURISM MANAGEMENT (**BSTM S23**)

HHH 4214: FRONT OFFICE OPERATIONS MANAGEMENT

& HHH 4204: FRONT OFFICE OPERATIONS

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2024

TIME: 2 HOURS

DATE: Pick Date **DECEMBER 2024**

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **SIX** questions. Attempt all of section A and any two questions in Section B

Choose instruction

Do not write on the question paper

SECTION A (Answer ALL questions)

[30 MARKS]

Question ONE

- a) Expound on the following terms commonly used at the Front Office department:
(each term carries equal marks) [15 marks]
- Guest Folio
 - Density Chart
 - Twin Room
 - Walk-in Guest
 - Traveller's Cheque
- b) Highlight the duties of the following Front Office personnel:

- i. Switchboard Operator [5 marks]
- ii. G.R.O. [5 marks]

- c) Discuss the relationship between the Front Office and Housekeeping departments. [5 marks]

SECTION B (Answer ANY TWO questions) [40 marks]

Question TWO

- a) Describe any twelve (12) considerations when purchasing a computerized Property Management System for the Front Office of a hotel. [12 marks]
- b) Give any eight (8) items that appear on a guest registration card upon check-in to a hotel. [8 marks]

Question THREE

- a) Elaborate on the term 'Rooms Division'. [6 marks]
- b) Explain the 'guest cycle' and include details of all its stages. [14 marks]

Question FOUR

You are the Front Office Manager of a 5* city hotel. For the 20th of December 2024, you foresee an over-booking situation. If all bookings materialize, your hotel is expected to have an occupancy of 120% on that day.

- a) Elucidate on the measures you will take to ensure minimal inconvenience to all guests. [14 marks]
- b) State the reasons why over-booking situations arise, and why 'planned over-bookings' are sometimes risked. [6 marks]

Question FIVE

- a) Hospitality establishments can be categorized in various ways.
 - i. Elaborate on hotel categorization when done *according to size*. [6 marks]
 - ii. Identify the other methods of categorizing hospitality establishments. [4 marks]

- b) Explain the nature of the credit relationship between a hotel and a guest. Include measures taken to limit any risks this may introduce. [10 marks]