



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

SERIES: JULY 2025

TIME: 2 HOURS

DATE: Pick Date Jul 2025

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:
(NB each definition carries equal marks) [12 marks]
- i. Occupancy discrepancy report
 - ii. Conventional Chart
 - iii. En-suite
 - iv. VIP
- b) Give any eight essential characteristics required of all Front Office personnel. [8 marks]

- c) The **Concierge** is one of the sections of the Front Office department.
- i. Highlight the functions of the Concierge. [3 marks]
 - ii. State the other seven sections of the Front Office department. [7 marks]
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SECTION B (Answer ANY TWO questions) [40 marks]

Question TWO

- a) Discuss any four means by which a hotel loses revenue. Include measures that can be put into place to reduce these avenues of loss. [12 marks]
- b) Describe four methods that a guest may use to settle his/her bills. [8 marks]

Question THREE

- a) Elaborate on any four meal plans offered in a typical hotel. [12 marks]
- b) Give details that a reservations officer must note down on a reservations form. [8 marks]

Question FOUR

- a) State what is meant by the term '*Management reserves the right of admission*'. Give four examples of when it may be used in everyday hotel circumstances. [8 marks]
- b) The Front Office cashier has posted restaurant bills for the guest in **Room 415** to the account of the guest in **Room 418** instead. Identify this type of problem, and elaborate on the way forward. [12 marks]

Question FIVE

- a) Highlight the five (5) main dimensions/scope areas of the hospitality and tourism industry, and for each, state the name of an actual Kenyan business example. [10 marks]
 - b) Draw the hierarchical structure for the entire Rooms Division of a large hotel. [10 marks]
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