



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business and Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL MANAGEMENT
(DHM J12)

BHC 2207: FRONT OFFICE OPERATIONS

SUPPLEMENTARY/SPECIAL EXAMINATIONS

SERIES: OCTOBER, 2013

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**.
- Answer any **TWO** questions in Section **B**.
- ***This paper consists of Three printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) At what time of the day will the front office staff be busiest with the following transactions? Why?
i) Checking in new arrivals
ii) Settling guest accounts
iii) Handling reservations **(9 marks)**
- b) Imagine that you are a guest telephoning a hotel from long distance to reserve a room. In what way would you like the hotel deal with you? **(4 marks)**
- c) Outline **FIVE** basic stages of checking in new arrivals. **(5 marks)**
- d) Outline the essential information that a receptionist should have before registering a guest or assigning a room. **(4 marks)**
- e) Provide definition of the following terms as they are used in hotel front office operations.
i) Advance deposit
ii) Skippers
iii) Walk ins
iv) CIPs **(8 marks)**

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

QUESTION 2

State and briefly explain the guests information that **MUST** be included in a guest registration form or card. **(20 marks)**

QUESTION 3

- a) Discuss the appropriate social skills necessary when dealing with guest. **(10 marks)**
- b) State the methods of communicating and handling guests credit or charge information to the front office cashier. **(3 marks)**
- c) Outline the basic reservation activities. **(7 marks)**

QUESTION 4

- a) Explain the duties of the following front office staff:
i) Bell captain
ii) Telephone operator
iii) Reservations Manager
iv) Front Office cashier
v) Front desk clerks **(10 marks)**
- b) Discuss the phases that constitute the guest cycle stating the standard transactions in each phase that occur between the guest and the hotel. **(10 marks)**

QUESTION 5

You are the room division manager of a large hotel. One day, a group of visitors arrive and you are asked to explain to them the work of your division. Write a short paragraph stating the importance of the room division to a hotel; the role of the division; and how the division is organized. **(20 marks)**