



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

BHT 4204: FRONT OFFICE OPERATIONS

END OF SEMESTER EXAMINATIONS

SERIES: AUGUST 2013

TIME: 2 HOURS

INSTRUCTIONS:

- Answer question **ONE (Compulsory)** in Section **A** and any other **TWO** questions in Section B.

This paper consists of Two printed pages

SECTION A (Compulsory)

QUESTION 1

Technical University of Mombasa is embarking on opening a luxury beach resort (South Coast Paradise) to enhance the practical skills of their students. It has 300 rooms, over 15,000 sq feet of meeting space and 30 individual meeting rooms, 5 local and international restaurants, a large health and fitness centre area. They have asked you to provide them with information on the various definitions, interfaces, functions, needs analysis before purchase, pricing, advantages and disadvantages of a property management system (pms). **(30marks)**

QUESTION 2

- a) Draw the pre-arrivals procedure diagram. **(6marks)**
- b) Discuss the benefits of the reservation form. **(6marks)**
- c) Discuss the functions of the front office. **(5marks)**
- d) Define the term 'les clefs d'or'. **(3marks)**

QUESTION 3

Draw the front office computer application diagram and discuss the 4 most common front office software packages that are designed to help front office employees perform front office functions.

(20marks)

QUESTION 4

The front office usually compiles a set of steps for processing credit card transactions. Discuss the authorization and verification of credit cards.

(20marks)

QUESTION 5

During the guest's stay the housekeeping status of the guestroom changes several times. Find (circling from the table below) and describe the various terms that are typical of the room status terminology of the lodging industry.

(20marks)