



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT

(DHIM J12)

BHC 2207: FRONT OFFICE OPERATIONS II

END OF SEMESTER EXAMINATIONS

SERIES: DECEMBER 2013

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 Two printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Outline details that should be included in the hotel diary. (6marks)
- b) Differentiate between a density chart and a conventional reservation chart. (4 marks)
- c) State and briefly explain factors that determine the organization of the front officer. (9marks)
- d) Why do you think reservation process is of vital importance to a hotel. (6 marks)
- e) Differentiate between guaranteed and non-guaranteed reservation. (5marks)

QUESTION 2

Discuss duties & responsibilities in the following hotel departments.

- i) Food and Beverage.
- ii) Sales and marketing
- iii) Accounting
- iv) Engineering and maintenance
- v) Housekeeping (20 marks)

QUESTION 3

- a) State and briefly explain different ways in which a reservation maybe guaranteed. (10 marks)
- b) Discuss the importance of reservation process in hotel operation. (4marks)
- c) Discuss the factors that determine the organization of a hotel. (6marks)

QUESTION 4

- a) Discuss the main objectives of credit control measures that are taken by a hotel to ensure that guest settle their accounts in full at an agreed time. (12 marks)
- b) Good salesmanship is needed by reception staff when selling hotel facilities. outline guidelines for good salesmanship techniques. (8 marks)

QUESTION 5

Discuss basic procedure to be followed when checking out a departing guest. (20marks)