



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT

(DHIM M12)

BHC 2207: FRONT OFFICE OPERATIONS II

END OF SEMESTER EXAMINATIONS

SERIES: AUGUST 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 Three printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

Define the following terms as used in hotels.

- i) Rack rate (2marks)
- ii) Guest reservation systems. (2marks)
- iii) Rooms Division (2marks)
- iv) Occupancy percentage (2marks)
- v) Hotel tours. (2marks)

QUESTION 2

Explain the forms that may be used during the pre-arrival and Arrival activities. (10marks)

QUESTION 3

Describe the different types of reservations that guests make in hotels. Sections B any two. (40marks)

SECTION B (Answer any Two questions)

QUESTION 4

Describe the duties of the following hotel employees.

- a) Front office Manager (4marks)
- b) Reservations (4marks)
- c) Receptionist. (4marks)
- d) Porte service staff. (4marks)
- e) Concierge. (4marks)

QUESTION 5

Describe the guest personal and financial registration records at the arrival stage of the guest cycle in hotel. (20marks)

QUESTION 6

Explain the importance of front of house activities to a hotel. (20marks)