



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of JKUAT)

(A Centre of Excellence)

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATION FOR:

BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

BHT 4204: FRONT OFFICE OPERATIONS

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2012

TIME ALLOWED: 2 HOURS

INSTRUCTIONS TO CANDIDATES:

This paper consists of **TWO** sections **A & B**

Answer **ALL** questions in section **A** and any other **TWO** from section **B**

This paper consists of **TWO** printed pages

SECTION A (Compulsory)

Question One

Explain **FIVE** reasons that may lead to blacklisting of a guest. **(10 marks)**

Question Two

Explain **FIVE** roles of Night Auditor. **(10 marks)**

Question Three

Highlight the importance of a hotel organization structure. **(10 marks)**

SECTION B (Answer any TWO questions in this section)

Question Four

Discuss various professional behavior and attitude considered vital for the front office staff.

(20 marks)

Question Five

With the use of examples, differentiate between front of the house operations and back of the house operations as used in front office.

(20 marks)

Question Six

Discuss **FIVE** advantages that computerized front office applications have over manual systems.

(20 marks)

Question Seven

Discuss the various sub-departments under the front office.

(20 marks)

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