



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT

(DCAM MO7/A07)

FRONT OFFICE OPERATIONS

FINAL EXAMS

SERIES: APRIL/MAY 2010

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

The paper consists of **TWO** Sections **A** and **B**.

Section **A** is compulsory, answer all questions – (30 marks).

Answer any **TWO** questions from Section **B** – (40 marks).

SECTION A

Answer **ALL** questions in this section.

- Q.1 (a) Describe the departments and organization structure of a medium sized establishment. (10 marks)
- (b) Explain the reservations process as is evident in Front Office Operations. (10 marks)
- (c) Outline the various methods used in processing the guest charges and payments. (10 marks)

SECTION B

Answer any **TWO** questions from this Section.

- Q.2 Overbooking is said to be a healthy and a crisis situation depending on application.
- (i) Highlight **FIVE** types of overlooking.
- (ii) What are the **FIVE** importances of advance reservations. (20 marks)
- Q.3 Proper Office Communication is a successful way of accomplishing sales.
- (a) What are the **FIVE** important aspects of office communication? (10 marks)
- (b) Explain **FIVE** barriers of communication. (10 marks)
- Q.4 (a) Define the following terms:-
- (i) Skipper
- (ii) No show
- (iii) Overstay. (10 marks)
- (b) Explain **THREE** types of Billing systems. (10 marks)