



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND YEAR SPECIAL/SUPPLEMENTARY FOR BACHELOR OF SCIENCE IN

HOSPITALITY AND TOURISM MANAGEMENT

BHT 210: FRONT OF THE HOUSE MANAGEMENT

DATE: 25/7/2019

TIME: 8.30-10.30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

Section A: Answer All Questions in this Section (30 Marks)

1. a) Explain the importance of night audit process (6 marks)
- b) Highlight three uses of arrival lists (3 marks)
- c) Differentiate between (4 marks)
- d) Explain any two records that can be used to monitor room availability (6 marks)
- e) Differentiate between the Average room rate and Room Occupancy percentage (6 marks)
- f) Highlight five credit control measures a hotel can put in place during check-in to ensure full settlement of the accounts (5 marks)

Section B: Answer any TWO questions (40 Marks)

2. a) Explain in details the role of front office staff in enhancing guest security. (12 marks)
- b) Examine the advantages of issuing guests with electronic key cards rather than the traditional metal door keys for their bedrooms. (8 marks)
3. Discuss all tasks of the front office staff during the following stages of guest cycle
 - a) Pre- arrival (5 marks)

- b) Arrival (5 marks)
 - c) Stay (5 marks)
 - d) Departure (5 marks)
4. a) Explain FOUR methods of payment guests may use to settle their account. (12 marks)
- b) Highlight credit control measures a hotel can put in place during check-out to ensure full settlement of the accounts. (8 marks)
5. a) Explain the classification of guestrooms (10 marks)
- b) With examples, discuss the implication of technology in front office operations (10 marks)