



MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)
University Examinations for 2015/2016 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND SEMESTER EXAMINATION FOR DIPLOMA IN HOSPITALITY &
TOURISM MANAGEMENT

DHTM026: FRONT OFFICE

DATE:

TIME:

INSTRUCTIONS.

This paper consists of TWO Sections; A & B

Section A is COMPULSORY

Choose any TWO questions in Section B

SECTION A: COMPULSORY

1. a) Explain the importance of reservation details for
 - i. Hotels
 - ii. Guests(6 marks)
- b) Bellboys are the image-builders of the hotel and also the protector of hotel properties. Highlight FOUR functions of bellboys (4 marks)
- c) Highlight FIVE factors affecting scope of duties in the front office (5 marks)
- d) Briefly explain FOUR ways in which hotels are classified (8 marks)
- e) Highlight FOUR ways in which enquiries come in a hotel (2 marks)
- f) State FIVE functions of a concierge in a hotel (5 marks)

2.
 - a) Describe ways in which front office staff can make a customer happy. (10 marks)
 - b) Elaborate on any FIVE reasons why some guests are more welcome in a hotel than others (10 marks)
3.
 - a) Define Guest Cycle (2 marks)
 - b) Briefly describe the activities that take place in the guest cycle (8 marks)
 - c) Outline FIVE information that are captured from the guest during registration (5 marks)
 - d) Explain the advantage of using individual guest registration cards in a hotel (5 marks)
4.
 - a) Explain FOUR major types of guest complaints (10 marks)
 - b) Explain the functions of FIVE sections in the front office department (10 marks)
5.
 - a) Explain THREE types of guest reservation in a hotel (6 marks)
 - b) Highlight FOUR examples of Global Distribution System as a source of reservation in a hotel (4 marks)
 - c) Expound on any FIVE qualities of front office personnel (10 marks)