



MACHAKOS UNIVERSITY

University Examinations 2016/2017

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

SECOND YEAR FIRST/SECOND SEMESTER EXAMINATION FOR DIPLOMA IN
HOSPITALITY AND TOURISM MANAGEMENT

FRONT OFFICE OPERATIONS

DATE: 30/5/2017

TIME: 2.00-4.00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

SECTION A- ATTEMPT ALL QUESTIONS (30 MARKS)

1. a) Define the following terms:
 - i. Front office.
 - ii. Customer relations.
 - iii. Guest cycle.
 - iv. Concierge.
 - v. Hotel. (2 marks each)
- b) Describe ways in which Front Office staffs can make customers happy. (10 marks)
- c) List ten particulars required from a guest during the registration process. (5 marks)
- d) Expound on any five qualities of front office personnel. (5 marks)

SECTION B-ATTEMPT ANY TWO (40 MARKS)

2. a) Describe the importance of front of house activities. (10 marks)
- b) Explain the ten positive attitude principles of front office staff. (10 marks)

3. a) Elaborate on any five reasons why some guests are not more welcome in a hotel than others. (10 marks)
- b) Explain the four ways in which inquiries come in a hotel. (10 marks)
4. a) The telephone is a sales tool in front office operations. Elaborate on the basic ten principles to be observed so that calls are handled effectively. (10 marks)
- b) Security of the guest is a major concern of any hotel outlet. Expound on the five major threats a guest needs to be protected from. (10 marks)
5. a) Define effective communication. (2 marks)
- b) Discuss the four basic objectives of communication. (8 marks)
- c) Explain on any five rules and guidelines for effective verbal communication. (10 marks)