MACHAKOS UNIVERSITY

University Examinations for 2024/2025 Academic Year

SCHOOL OF BUSINESS, ECONOMICS, HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY AND TOURISM

THIRD YEAR FIRST SEMESTER EXAMINATION FOR DEGREE IN BACHELOR OF SCIENCE IN HOSPITALITY AND TOURISM MANAGEMENT

BHM 305 : FRONT OFFICE MANAGEMENT

DATE: **TIME:**

INSTRUCTIONS:
*Answer question **ONE (Compulsory)** and **any other TWO** questions*

QUESTION ONE (30 MARKS)

a) Explain five ways guest can settle their accounts after consumption of goods and services in tourism enterprises. (10 Marks)

b) Discuss the process of guest registration followed in the front office department. (12 Marks)

c) Describe four types hotel room rates. (8 Marks)

QUESTION TWO (20 MARKS)

Discuss the benefits of front office communication with the following Hotel departments.

a) Housekeeping (4 Marks)

b) Accounts (4 Marks)

c) Human resource (4 Marks)

d) Food and Beverage (4 Marks)

e) Marketing and Sales (4 Marks)

QUESTION THREE (20 MARKS)

a) Explain four benefits of product Knowledge as an attribute of front office personnel. (10 Marks)

b) Describe the five elements of yield Management strategy. (10 Marks)

QUESTION FOUR (20 MARKS)

a) Discuss six types of Night audit reports. (12 Marks)

b) Discuss the process of cancelling reservation of accommodation. (8 Marks)

QUESTION FIVE (20 MARKS)

a) Explain the benefits of the following reservation reports to managers. (10 Marks)
   i) Occupancy report
   ii) Special arrival report
   iii) Revenue forecast report
   iv) Turn away report

b) Explain five difference between guest account and city account. (10 Marks)