



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

FIRST YEAR SECOND SEMESTER EXAMINATION FOR

CERTIFICATE IN HOSPITALITY AND TOURISM OPERATIONS

CHTO 026: FRONT OFFICE OPERATIONS

DATE: 16/4/2019

TIME: 11.00-1.00 PM

INSTRUCTIONS

Answer All Questions in Section A And Any Two In Section B

SECTION A: COMPULSORY - (30 MARKS)

QUESTION ONE

- a) Define the following terms as used in front office. (10 marks)
- i. Foyer
 - ii. Equipment
 - iii. Organization
 - iv. Rooming guest
 - v. Blacklist
- b) Highlight the four points to consider when using front office stationery (4 marks)
- c) State any six factors affecting scope of duties in the front office (6 marks)
- d) Outline any five duties of a lobby manager (5 marks)
- e) Enumerate five importance of reservation process (5 marks)

SECTION B: (40 MARKS)

QUESTION TWO (20 MARKS)

- a) Name and explain any five equipment found in front office (10 marks)
- b) Describe the four types of overbooking practiced in a hotel (8 marks)
- c) Enumerate the disadvantages of arrival list in front office (2 marks)

QUESTION THREE (20 MARKS)

- a) Explain the seven basic reservation activities or processes (14 marks)
- b) Describe three ways of categorizing room status (6 marks)

QUESTION FOUR (20 MARKS)

- a) Define the following terms as applied in Front Office Operations in Hospitality and Tourism Industry;
 - i. Walking a guest
 - ii. Contract booking
 - iii. Guaranteed reservation
 - iv. Blacklist
 - v. Front office
 - vi. Rooming a guest
 - vii. Overbooking (7 marks)
- b) Front Office personnel create positive impression to a guest in a hotel. Explain any six personal attributes that meet this aspect. (12 marks)

QUESTION FIVE (20 MARKS)

- a) When a guest makes reservation the reservation clerk may accept or deny the request. Describe the procedure for denying a specified reservation request (6 marks)
- b) It is the responsibility of the hotel to ensure guest security in the hotel. Explain the procedure followed to ensure security of guest rooms. (6 marks)
- c) Explain four methods of controlling pilferage in the hotel industry. (8 marks)