



MACHAKOS UNIVERSITY
DIRECTORATE OF TVET
DEPARTMENT OF HOSPITALITY MANAGEMENT
FIRST YEAR FIRST TERM EXAMINATION FOR
DIPLOMA IN CATERING AND ACCOMODATION
UNIT CODE:2819/105/FO: FRONT OFFICE OPERATIONS

DATE:

TIME:

INSTRUCTIONS

- 1. This paper consists of two sections A and B**
- 2. Answer all the questions in Section A and any three from section B**

SECTION: A COMPULSORY (40MARKS)

1. a. Name Six Hotel Front Offices (6mks)
b. Name Ten front office equipment either manual or automatic (10mks)
c. Differentiate between room rack and reservation rack (4mks)
2. Define the following terms
a. Guest folio
b. Check out
c. Reservation
d. Paging
e. Lobby (10mks)
3. a) Outline Four specific duties of concierge in front office operations (4mks)
b) Explain the meaning of front office is the NERVE center of a hotel (6mks)

SECTION: B (60 mks)

Answer any three questions from this section

4. a. State four roles of front office cashier in front office operations (4mks)
b. Distinguish between the duties of a reservation clerk and receptionist (6mks)
c. Explain five Main functions of the Front Office Department (10mks)
5. a. Explain Five reasons why a hotel denys reservation from a client (10mks)
b. Explain five duties of Night Audit in a busy five-star hotel (10mks)
6. a. Explain five factors to consider when selecting front office equipment and supplies (10mks)
b. Describe Five importance of practising front office procedures (10mks)
7. Explain the following phases of a guest cycle in a hotel in detail
 - i. Pre-Arrival
 - ii. Arrival
 - iii. Stay
 - iv. Departure
 - v. Post-departure(20mks)