



MACHAKOS UNIVERSITY

University Examinations 2019/2020 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND YEAR FIRST SEMESTER EXAMINATION FOR

DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT

DHTM 026: FRONT OFFICE OPERATIONS

DATE: 6/12/2019

TIME: 2.00-4.00 PM

INSTRUCTIONS

This paper consists of TWO sections A and B

Answer All Questions in Section A and Any Two in Section B

SECTION A: COMPULSORY - (30 MARKS)

QUESTION ONE (30 MARKS)

- a) Define the following terms as applied in Front Office Operations in Hospitality and Tourism Industry;
- i. Front office
 - ii. Guest cycle
 - iii. Hotel
 - iv. Hotel Take up time
 - v. Guaranteed booking (5 marks)
- b) State FIVE points on how front office personnel can make customers happy (5 marks)
- c) Outline TWELVE important information required from a guest during registration process at the reception during check in. (6 marks)
- d) Highlight FOUR ways in which guest may make enquiries in a hotel for bookings.(4 marks)
- e) Mention FIVE nature of threats a guest is exposed to while staying in a hotel (5 marks)
- f) Highlight FIVE different types of guests in an establishment. (5 marks)

SECTION B: Answer any TWO Questions

QUESTION TWO (20 MARKS)

- a) Explain SIX functions of an office (12 marks)
- b) Highlight any EIGHT telephone manners for front office staff when dealing with guest (8 marks)

QUESTION THREE (20 MARKS)

- a) Describe FIVE the importance of front of house activities in a hotel (10 marks)
- b) Outline TEN Positive attitude principles required of a front office staff in Hospitality Industry (10 marks)

QUESTION FOUR (20 MARKS)

- a) Explain FIVE reasons some guests are blacklisted in the Hospitality and Tourism Industry. (10 marks)
- b) Explain any FIVE personal services available to guests at the Front Office. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Explain the factors that determine the size of the Front Office. (12 marks)
- b) Outline any FOUR products offered in a hotel which may be tangible or intangible. (4 marks)
- c) Highlight any FOUR reasons why people stay in a hotel. (4 marks)