



# MACHAKOS UNIVERSITY

University Examinations 2017/2018

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

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

DHTM 026: FRONT OFFICE

DATE: 14/12/2017

TIME: 2:00 – 4:00 PM

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## INSTRUCTIONS

Answer all questions in section A and any two in section B.

### SECTION A: COMPULSORY - (30 MARKS)

1. a) Define the following terms as applied in Front Office Operations in Hospitality and Tourism Industry;
  - i. Advanced reservations
  - ii. Take up time
  - iii. Guaranteed booking
  - iv. Back to Back booking
  - v. Block booking
  - vi. Cancellation
  - vii. Overbooking (7 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)
- d) Mention the details found on a reservation form. (5 marks)

- e) Explain the following main tariff structures as applied in the Hospitality sector.
- i. Room only
  - ii. Bed and Breakfast
  - iii. Half Board
  - iv. Full Board
  - v. Inclusive Terms
- (10 marks)

**SECTION B: ANSWER ANY OTHER TWO QUESTIONS (40 MARKS)**

2. a) Define what is referred to as Front Office in Hospitality and Tourism Industry  
(2 marks)
- b) Highlight at least SIX sections of the Front Office. (6 marks)
- c) Explain the factors that determine the size of the Front Office. (12 marks)
3. Front Office personnel create positive impression to a guest in a hotel. Explain any TEN personal attributes that meet this aspect. (20 marks)
4. a) Highlight FIVE different types of guests in an establishment. (5 marks)
- b) Explain any TWO needs of each mention type of guests above. (5 marks)
- c) Explain any FIVE personal services available to guests at the Front Office.  
(10 marks)
5. Write short notes on the following Front Office personnel in an establishment.
- a) Receptionist (4 marks)
  - b) Bill clerks (4 marks)
  - c) Linkman (4 marks)
  - d) Valet (4 marks)
  - e) Page Boys (4 marks)