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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FOR THE CERTIFICATE IN HOSPITALITY MANAGEMENT
CHM 205: FRONT OFFICE OPERATIONS

Date:

Time:

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- The organization of front office management varies from one institution to another. Outline FIVE duties of Front Office Cashier in front office management. (5 Marks)
- State FIVE Points to consider before purchasing office equipment and supplies in Front Office operation. (5 Marks)
- State and explain any FIVE ways of bill payment used by guests during checking out from a hotel. (5 Marks)
- Identify FIVE reasons for denying a guest accommodation in a hotel. (5 Marks)
- Briefly highlight FIVE ways of rewarding loyal customers of a catering establishment. (5 Marks)
- Overbooking in a catering establishment is very important. State and explain FIVE merits of overbooking. (5 Marks)

QUESTION TWO (20 MARKS)

- Outline THREE procedures for guest departures. (6 Marks)
- Explain THREE ways in which the reception office amends their records after the guest departure. (6 Marks)
- Identify FOUR channels of communication, front office personnel can use to communicate to guests in a hotel. (8 Marks)

QUESTION THREE (20 MARKS)

- Briefly highlight any THREE Functions of a night audit. (6 Marks)
- Front office reports are very important in Front office operations. Briefly highlight any THREE purposes of front office reports to the management. (6 Marks)
- Customer satisfaction is one of the goals in hospitality industry. Explain FOUR ways in which front office personnel can get feedback from their clients. (8 Marks)

QUESTION FOUR (20 MARKS)

- State and explain any THREE advantages of electronic machines used in front office operations in hospitality industry. (6 Marks)
- Briefly describe THREE factors to consider while handling Disabled Guests during Check-in or Check-out. (6 Marks)
- Giving examples enumerate FOUR ways front office personnel can make the guest not to return to the hotel. (8 Marks)

QUESTION FIVE (20 MARKS)

- a) During checking in of Guests, safety and security of guests is very important in a accommodation facility. Highlight **THREE** ways of ensuring safety and security of guests during their stay in the hotel. (6 Marks)
- b) State and explain **THREE** Points a receptionist should note when accepting a cheque for payment at the front office. (6 Marks)
- c) During check in and check out of guests, it is important for the front office personnel to take note of personal details of all the guests. Giving examples, enumerate **FOUR** important details that should be captured in guests' records. (8 Marks)