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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FOR THE CERTIFICATE IN HOSPITALITY MANAGEMENT
CHM 205- FRONT OFFICE OPERATIONS

Date: 13th December 2022
Time: 11:30am-1:30pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

Front office staff has to ensure that a guest's reception and stay in the hotel meets expectations.

- a) Describe the staffs who work in the Front Office desk. (5 Marks)
- b) Highlight the component of guest registration form. (5 Marks)
- c) Outline the advantages in using Registration Cards for registering guests. (5 Marks)
- d) Illustrate registration activities in a hotel. (5 Marks)
- e) Briefly describe what 'black listed' means in terms of front office procedures and give reasons why one maybe blacklisted in the hotel. (5 Marks)
- f) Describe duties of a Concierge. (5 Marks)

QUESTION TWO (20 MARKS)

- a) Briefly describe ways Technology has improved Front Office Operations. (10 Marks)
- b) The front office is the eye of a hotel; describe qualities you should consider while hiring a receptionist. (10 Marks)

QUESTION THREE (20 MARKS)

- a) Discuss different ways in which guests make inquiries in hotel when they want to do a booking. (10 Marks)
- b) A night Audit is one of the very important personnel in any given hotel; illustrate duties of Night Audit staff. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Explain different ways in which guests settle their bills while staying in your hotel. (10 Marks)
- b) In a five-star hotel; briefly describe the main sections of Front Office highlighting some duties performed therein. (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Using a diagram, describe the FIVE stages of the guest cycle (10 Marks)
- b) Describe reasons why a hotel may deny guests from reserving a room (10 Marks)