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

Date: April, 2022.

Time: 11.00 am-

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 legal requirements.

- a) List the registration details that will be required from an overseas visitor. (5 Marks)
- b) Explain why registration of guests is necessary. (5 Marks)
- c) Outline the advantages in using Registration Cards for registering guests (5 Marks)
- d) Highlight FIVE pre-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) Highlight five emerging issues in front office operation (5 Marks)

QUESTION TWO (20 MARKS)

- a) Briefly describe FIVE advantages that computers can offer to the front office team. (10 Marks)
- b) Briefly describe FIVE qualities of a front office personnel. (10 Marks)

QUESTION THREE (20 MARKS)

- a) Discuss different ways in which guests make inquiries in hotel when they want to make booking. (10 Marks)
- b) Identify FIVE 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) Briefly describe the check-out process of a guest. (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Briefly describe the guest registration process. (10 Marks))
- b) Discuss FIVE different methods a guest can use to settle their bills in hotel and accommodation premises. (10 Marks)