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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
FIRST YEAR, FIRST SEMESTER EXAMINATION
FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT
DHM 1609: FRONT OFFICE OPERATIONS

Date: 19th April 2024

Time: 8.30am-10.30am

INSTRUCTIONS TO CANDIDATES:

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- Describe FIVE points to note when positioning a front office desk in a hospitality establishment. [5 Marks]
- Outline THREE methods of payment for accommodation facilities in a hotel [3 Marks]
- Distinguish between `accidental` and `opportunistic` skippers at the accounts section at the front office [4 Marks]
- Explain FIVE activities carried out during night audit [5 Marks]
- Explain THREE skills required by the front office personnel when welcoming guests [6 Marks]
- Describe FOUR ways in which a hotel can reduce skippers. [4 Marks]
- Describe THREE sources of reservation in a hotel. [3 Marks]

QUESTION TWO (20 MARKS)

- Occasionally, guests may arrive to check-in and the receptionist will not be able to find their reservation. Describe THREE documents a receptionist should maintain in order to avoid occurrence of such a scenario [6 Marks]
- Explain THREE factors to consider when selecting a method of storing guest information at the front office department [6 Marks]
- Explain FOUR duties of a receptionist in a three star city centre hotel. [8 Marks]

QUESTION THREE (20 MARKS)

- Demonstrate using illustrations three ways through which a reservation clerk can determine room availability in a hotel [6 Marks]
- Explain how technology has been applied in front office operations to enhance efficiency [6 Marks]
- Describe FOUR factors to consider when determining room rates for an accommodation establishment [8 Marks]

QUESTION FOUR (20 MARKS)

- Special attention guests (SPATTS) are guests who may require extra care or assistance for some reason. Giving examples, describe FOUR categories of guests who make up this category of guest. [8 Marks]
- You have been given the task of instructing and coaching a new front desk staff member in check-out procedures. Discuss in details the check-out procedure of a guest in the hotel [6 Marks]
- Draw a table to list the advantages and disadvantages of using a manual billing system compared to a computerised billing system [6 Marks]

QUESTION FIVE (20 MARKS)

- Discuss **six** challenges facing operations in the front office department [6 Marks]
- Highlight **six** emerging trends at the front office in the hotel [6 Marks]
- With the advent of computerised record-keeping systems, fears have arisen with regard to: access to personal information by unauthorised parties. Explain **four** internal data security measures that the front office staff will need to observe in order to protect guest information. [8 Marks]