



Kasarani Campus

Off Thika Road  
Tel. 2042692 / 3

P.O. Box

49274, 00100

NAIROBI

Westlands Campus  
Pamstech House  
Woodvale Grove  
Tel. 4442212  
Fax: 4444175

**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: 14<sup>TH</sup> AUGUST 2023  
Time: 11:30AM-1:30PM

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

Kiriri Womens' University of Science and Technology is in the process of constructing a modern hospitality hub;

- Outline different type of hospitality establishment they may be constructing. (5 Marks)
- Highlight some of the accommodation products. (5 Marks)
- Outline the components of a Registration Cards. (5 Marks)
- Highpoint the core registration activities they should put into consideration. (5 Marks)
- Briefly describe some of the core personnel they should consider hiring. (5 Marks)
- Describe who a concierge is and highlight some of the duties done by him. (5 Marks)

**QUESTION TWO (20 MARKS)**

- Technology has become a necessary evil in any given industry; briefly discuss its effect in the hospitality industry. (10 Marks)
- Briefly describe different documents or books used in front office accounting desk. (10 Marks)

**QUESTION THREE (20 MARKS)**

As an old personnel in the front office department,

- Kindly describe different process of guest registration to a newly employed receptionist. (10 Marks)
- Explain to client different methods she may use to settle her bills. (10 Marks)

**QUESTION FOUR (20 MARKS)**

- Elaborately, describe stages of the guest cycle. (10 Marks)
- Kibadasky an upcoming five \*\*\*\*\* Hotel looks forward to bettering its front office department. To achieve this, briefly describe other different department it must work with to achieve its desired goals. (10 Marks)

**QUESTION FIVE (20 MARKS)**

- Emerging issues and trends cuts across all the industries, briefly explain some emerging issues and trends affecting front office operations. (10 Marks)
- Describe the check-out process in Four\*\*\*\*\* rated hotel. (10 Marks)

