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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2018/2019 ACADEMIC YEAR
DIPLOMA IN HOSPITALITY MANAGEMENT

DHM 1602 –FRONT OFFICE OPERATIONS, RESTAURANT AND CUSTOMER SERVICE

Date: 13th April, 2018

Time: 11.00am – 1.00pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) State the three main functions of the front office (6 Marks)
- b) Briefly describe 3 main front office attributes and qualities. (6 Marks)
- c) List and briefly explain the use of the various documents generated in front office operations. (6 Marks)
- d) Information is the nerve centre of the Hotel and its operations. Explain the importance of information in front office operations (6 Marks)
- e) Explain the following term and give the possible reasons that warranty to be blacklisted (6 Marks)

QUESTION TWO (20 MARKS)

- a) With the aid of a diagram illustrate the guest cycle (10 Marks)
- b) State factors to consider when staffing the front office (10 Marks)

QUESTION THREE (20 MARKS)

- a) Highlight and briefly explain advantages and disadvantages of computerizing the Front Office Department in a Hotel (10 Marks)
- b) Highlight and explain the relationships between Front Office and other departments within the hotel. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) State and explain the factors considered when staffing the front office (10 Marks)
- b) State the various sources and modes of reservation giving examples (10 Marks)

QUESTION FIVE (20 MARKS)

Give the responsibilities of the following sections in the front office department

- i) Reception (4 Marks)
- ii) Concierge /Bell desk (4 Marks)
- iii) Business Centre (4 Marks)
- iv) Night audit (4 Marks)
- v) Front office cashiering (4 Marks)