



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, 2016/2017 ACADEMIC YEAR
DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT**

**DHT 015 - FRONT OFFICE OPERATIONS, RESTAURANT AND
CUSTOMER SERVICE**

Date: 9th August, 2016.
Time: 12.00pm – 2.00pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Highlight and briefly explain the basic activities performed by the Front Office Department. (20 Marks)
- b) State and explain the factors considered when staffing the front office. (10 Marks)

QUESTION TWO (20 MARKS)

Highlight and explain the relationships between Front Office and the following departments within the hotel.

QUESTION THREE (20 MARKS)

With the aid of a diagram explain the Guest Cycle.

QUESTION FOUR (20 MARKS)

In a large hotel, the front office department may have separate sections. Name the sections and briefly state these responsibilities.

QUESTION FIVE (20 MARKS)

- a) Discuss the three main functions of the front office. (9 Marks)
- b) Briefly describe three main front office attributes and qualities. (6 Marks)
- c) List and highlight the use of the various documents generated and used in front office operations. (5 Marks)