



Kasarani Campus
Off Thika Road
P. O. Box 49274, 00101
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 DIPLOMA IN HOSPITALITY MANAGEMENT
DHM 1609 – FRONT OFFICE OPERATIONS

Date: 15th December 2023

Time: 8:30am-10.30am

INSTRUCTIONS TO CANDIDATES:

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- Describe FIVE importance of the front office department in a hospitality establishment. (5 Marks)
- Outline THREE reasons why a hotel would deny guests a reservation (3 Marks)
- Distinguish between guaranteed reservation and non-guaranteed reservation (4 Marks)
- Explain FIVE attributes to be observed by the front office staff to maintain a positive image of the hotel. (5 Marks)
- Explain THREE points a receptionist needs to know when assigning a room to a specific guest. (6 Marks)
- Describe FOUR functions of front office accounting system. (4 Marks)
- Describe THREE various modes of settling guests' accounts. (3 Marks)

QUESTION TWO (20 MARKS)

- With an aid of a diagram, discuss the activities that the front office staff are involved induring the four stages of the guest cycle (6 Marks)
- Explain the information that is important when filing in a reservation form (6 Marks)
- Explain the role and duties of a front office manager in a medium sized city centre hotel. (8 Marks)

QUESTION THREE (20 MARKS)

- Demonstrate using illustrations three ways through which a reservation clerk candetermine room availability in a hotel (6 Marks)
- Explain how technology has been applied in front office operations to enhance efficiency (6 Marks)
- Describe any four management reports that are prepared by a front office employee (8 Marks)

QUESTION FOUR (20 MARKS)

- Explain the concept of reservation and describe the basic procedure involved in thereservation process of a guest in the hotel. (8 Marks)
- Discuss in details the check in 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)
- Discuss **six** activities of a night auditor (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)