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

**DHT 015 – FRONT OFFICE OPERATIONS AND MANAGEMENT**

Date: 16<sup>th</sup> April, 2018  
Time: 2.30pm –4.30pm

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (30 MARKS)**

- a) Define the following terms; (10 Marks)
- i) Hotel
  - ii) Hospitality
  - iii) Hospitality Management
  - iv) Motel
  - v) Catering
- b) Explain the five basic customer needs the F & B industry seeks to satisfy (10 Marks)
- c) Discuss the three main objectives of the hospitality (6 Marks)
- d) State the four service sections of the Hospitality and Tourism industry (4 Marks)

**QUESTION TWO (20 MARKS)**

- a) State the Factors to consider when classifying accommodation establishment (10 Marks)
- b) Safari park Hotel is a five star hotel with a well organized front office department. Illustrate in form of a diagram an extensive front office department (10 Marks)

**QUESTION THREE (20 MARKS)**

- a) State the three main functions of the front office (6 Marks)
- b) Briefly describe the three main front office attributes and qualities (6 Marks)
- c) Highlight various mode of payments that guest can decide to settle their bills in the hotel (8 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Assuming you are the front office manager discuss the information required when booking a guest online (10 Marks)
- b) State the various sources of modes of conservation giving examples in each case (10 Marks)

**QUESTION FIVE (20 MARKS)**

State the responsibilities of the following sectors in the front office departments

- i) Reception (4 Marks)
- ii) Concierge (4 Marks)
- iii) Bell desk (4 Marks)
- iv) Night audit (4 Marks)
- v) Front office cashier (4 Marks)