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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR**  
**SECOND YEAR, FIRST SEMESTER EXAMINATION**  
**FOR THE CERTIFICATE IN HOSPITALITY MANAGEMENT**  
**CHM 205 FRONT OFFICE OPERATIONS**

Date: 12<sup>TH</sup> AUGUST 2024

Time: 11:30AM – 1:30PM

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (30 MARKS)**

- a) Describe FIVE functions of the concierge desk. (5 Marks)
- b) Outline THREE reasons for guest registration at the hotel front office. (3 Marks)
- c) Distinguish between `active` and `inactive` documents at the front office. (4 Marks)
- d) Explain FIVE challenges facing operations in the front office department. (5 Marks)
- e) Explain THREE reservation problems that may occur when making a booking for a guest. (6 Marks)
- f) Highlight FOUR advantages of using internet at the front office operations. (4 Marks)
- g) Describe THREE ways of dealing with overbooking. (3 Marks)

**QUESTION TWO (20 MARKS)**

- a) Describe THREE activities in each of the following phases of the guest cycle
  - i) Arrival
  - ii) Occupancy (6 Marks)
- b) Explain THREE reasons that may prompt a guest to request for a room change. (6 Marks)
- c) Explain FOUR duties of a receptionist in a three-star city centre hotel. (8 Marks)

**QUESTION THREE (20 MARKS)**

- a) According to the Hotel and Restaurant Act, it is an offence to deny guest accommodation. Describe THREE circumstances under which the guest may be denied accommodation. (6 Marks)
- b) Explain how technology has been applied in front office operations to enhance efficiency. (6 Marks)
- c) Describe FOUR qualities that needs to be observed by the front office staff to maintain a positive image of the hotel. Establishment. (8 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Describe FOUR advantages of upselling technique at the front office. (8 Marks)
- b) You have been given the task of instructing and coaching a new front desk staff member in check-out procedures. Discuss in details the check-out procedure of a guest in the hotel. (6 Marks)
- c) Highlight the advantages of using a computerized billing system compared to a manual billing system. (6 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Discuss **the** procedure of handling a drunken guest at the front office lobby. (6 Marks)
- b) Highlight **six** the relationship between the front office and other departments in the hotel. (6 Marks)
- c) 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)