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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FOR THE CERTIFICATE IN HOSPITALITY MANAGEMENT
CHM 205: FRONT OFFICE OPERATIONS

Date: 18TH APRIL 2023
Time: 11:30AM-1:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

Simocha restaurant has contracted you to aid in improving the level of their Front Office Operations.

- a) Outline the Front Office desk mentioning personnel who works there. (5 Marks)
- b) Highlight the component of Whitney slip form. (5 Marks)
- c) Outline the advantages in using Registration Cards for registering guests (5 Marks)
- d) Highlight the core reservation activities in any given hotel. (5 Marks)
- e) Briefly describe what 'black listed' means in terms of front office procedures and give reasons why one maybe blacklisted in the hotel. (5 Marks)
- f) Describe who a bell boy is and highlight some of the duties associated with him. (5 Marks)

QUESTION TWO (20 MARKS)

- a) Kienyenji High Breeze Resort looks forward to improve their services delivery, briefly describe the role of Technology in relation to Front Office Operations towards realizing their goal. (10 Marks)
- b) Briefly describe on what they ought to consider in regard to qualities of their Front Office personnel. (10 Marks)

QUESTION THREE (20 MARKS)

As an old personnel in the front office department,

- a) Kindly describe different ways in which a guest makes booking inquiries to a new employee who have just been employed. (10 Marks)
- b) Describe Night Audit staff highlighting his duties. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Explain different ways in which guests settle their bills while staying in your hotel. (10 Marks)
- b) Kuncicy a THREE STAR Hotel looks forward to bettering its front office department, briefly describe the main sections of Front Office. (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Using a diagram, describe the FIVE stages of the guest cycle. (10 Marks)
- b) Describe FIVE reasons why a hotel may deny guests from reserving a room. (10 Marks)