



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, 2022/2023 ACADEMIC YEAR
FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT
DHM 1609 – FRONT OFFICE OPERATIONS

Date: 20th April 2023
Time: 4.00pm-6.00pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

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

QUESTION TWO (20 MARKS)

- a) With an aid of a diagram, discuss the activities that the front office staff are involved in during the four stages of the guest cycle (10 Marks)
- b) Explain the information that is important when filling in a reservation form (10 Marks)

QUESTION THREE (20 MARKS)

- a) Demonstrate using illustrations three ways through which a reservation clerk can determine room availability in a hotel (10 Marks)
- b) Explain how technology has been applied in front office operations to enhance efficiency (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Explain the concept of reservation and describe the basic procedure involved in the reservation process of a guest in the hotel. (10 Marks)
- b) Discuss in details the check in procedure of a guest in the hotel (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Discuss FIVE challenges facing operations in the front office department (10 Marks)
- b) Discuss FIVE activities of a night auditor (10 Marks)