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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FOR THE CERTIFICATE IN HOSPITALITY MANAGEMENT
CHM 205- FRONT OFFICE OPERATIONS

Date: 1ST AUGUST 2022
Time: 11:30AM – 1:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Describe the elements of a guest registration form. (5 Marks)
- b) Highlight FIVE advantages of guest registration. (5 Marks)
- c) Outline the advantages in using Registration Cards for registering guests (5 Marks)
- d) Highlight FIVE registration activities in a hotel. (5 Marks)
- e) Management reserves the right of reservation; highlight FIVE distinctive that can lead a hotel management bar a guest from the hotel. (5 Marks)
- f) Highlight five emerging issues in front office operation (5 Marks)

QUESTION TWO (20 MARKS)

- a) Briefly describe FIVE advantages that technology has boosted to the front office department in the hospitality industry. (10 Marks)
- b) Briefly describe the check-in process of a guest. (10 Marks)

QUESTION THREE (20 MARKS)

- a) Discuss different ways in which guests make inquiries in hotel when they want to make booking. (10 Marks)
- b) Identify FIVE duties of Night Audit staff. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) As a front office account clerk, describe FIVE ways a guest can settle their bills. (10 Marks)
- b) Discuss FIVE attributes of front manager. (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Briefly describe the guest registration process. (10 Marks)
- b) Discuss stages of a guest cycle. (10 Marks)