



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
FIRST YEAR ,FIRST SEMESTER END OF SEMESTER EXAMINATION
FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT
DHM 1609-FRONT OFFICE OPERATION

Date: 3rd August 2022
Time: 2.30pm-4.30pm

INSTRUCTIONS TO CANDIDATES:

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE COMPULSORY (30 MARKS)

- a) Outline five tasks of front office during check-in (5 marks)
- b) Highlight five aims that advance booking methods i.e computerized and manual systems, seek to satisfy (5 marks)
- c) Describe three groups/types of hotel walk outs (6 marks)
- d) Outline five qualities of front office staff that a guest may use in order to measure the service quality of a hotel (5 marks)
- e) Hotels vary according to various factors. Outline four of these factors (4 marks)
- f) Highlight five providers of accommodation other than hotels (5 marks)

QUESTION TWO (20 MARKS)

- a) Discuss five ways in which front office can increase average room rates (10 marks)
- b) Explore five threats to a guest's privacy and property (10 marks)

QUESTION THREE (20 MARKS)

- a) Discuss five psychological needs that human beings seek to satisfy according to Abraham Maslow's theory (10 marks)
- b) Hotels use reservation forms for various reasons. Explain five of these reasons (10 marks)

QUESTION FOUR (20 MARKS)

- a) With the use of a specimen examine the contents of a bomb threat form (10 marks)
- b) Hotels use a number of security measures to reduce the incidence of walk outs. Explain five of these ways (10 marks)

QUESTION FIVE (20 MARKS)

- a) Discuss five characteristics of a service product (10 marks)
- b) Explain five ways in which social skills may be demonstrated by the front office staff (10 marks)