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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: 19th April, 2022
Time: 11.30 am – 1.30pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Outline five essential attributes of a receptionist (5 Marks)
- b) Highlight five functions of the front office staff (5 Marks)
- c) Describe five five-star hotels found in the city of Nairobi and its outskirts (5 Marks)
- d) Outline four advantages of an automated check-in system (6 Marks)
- e) Write the meaning of the following abbreviations as used in front office (5 Marks)
 - i) ETA
 - ii) NAT
 - iii) GTD
 - iv) RATE
 - v) ERMS

QUESTION TWO (20 MARKS)

- a) Explain five ways in which guests can settle their accounts in a hotel (10 Marks)
- b) Explore five threats to a hotel's property (10 Marks)

QUESTION THREE (20 MARKS)

- a) Discuss five elements that make up behaviour (10 Marks)
- b) Explore five types of rooms found in hotels (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Discuss five ways in which front office staff can increase occupancy in a hotel (10 Marks)
- b) Examine five methods which guests can use in a hotel in order to make an enquiry (10 Marks)

QUESTION FIVE (20 MARKS)

- a) With the use of a specimen, examine the contents of a reservation form (10 Marks)
- b) Discuss five reasons as to why a guest may be blacklisted in a hotel (10 Marks)