



MASEÑO UNIVERSITY

UNIVERSITY EXAMINATIONS 2012/2013

FIRST YEAR FIRST SEMESTER EXAMINATIONS FOR
THE CERTIFICATE IN HOSPITALITY & TOURISM
OPERATIONS
(CITY CAMPUS)

SEH 0024: FRONT OFFICE TECHNIQUES

Date: 8th August, 2013

Time: 2.00 – 4.00 p.m.

MASENO UNIVERSITY
DEPARTMENT OF ECOTOURISM, HOTEL AND INSTITUTION
MANAGEMENT
SEH 0024; FRONT OFFICE TECHNIQUES
CITY CAMPUS

INSTRUCTIONS TO THE CANDIDATE

This paper has 2 sections A & B. **Attempt all the questions in section A and any 3 questions from section B.** All questions should be answered in the answer booklet provided.

Section A (40 Marks)

- 1). a). List the 8 major sections of the front office department. (4 Marks)
- b). Describe the following hotel room categories.
 - i. Deluxe room (1 Mark)
 - ii. Superior room (1 Mark)
 - iii. Standard room (1 Mark)
 - iv. Suite (1 Mark)
 - v. Economy room (1 Mark)
- c). Define the following terms as used in hotel front office operations.
 - i. European plan (1 Mark)
 - ii. Continental plan (1 Mark)
 - iii. American Plan (1 Mark)
- d). Differentiate between each of the following terms:
 - i. Guaranteed reservation and non-guaranteed reservation (2 Marks)
 - ii. Affiliate reservation network and non-affiliate reservation network (2 Marks)

- iii. Accounts receivable and accounts payable as used in front office guest accounting (2 Marks)
- iv. Corporate rate and Agent rate (2 Marks)
- e). Give 2 examples in each of the following guest categories.
 - i. Guest on the basis of presence in the hotel (2 Marks)
 - ii. Guests on the basis of recognition (2 Marks)
- f). List 5 duties and responsibilities of a front office manager. (5 Marks)
- g). Describe 2 methods through which a reservation can be guaranteed. (4 Marks)
- h). Identify 4 major objectives of credit control measures in a hotel's front office department. (4 marks)
- i). Which are the three major sources of reservations? (3 Marks)

Section B (30 Marks). Attempt any 3 questions from this section. Each Question is 10 marks.

2). a). How does an express check-in system work? (2 marks)

b). As a reservation agent, what key information details must you obtain from the prospective guest while handling their reservation enquiry? (8 Marks)

3). a). List at least 10 contents of a typical hotel front office guest registration record. (5 marks)

b). List at least 10 equipments and furniture used in the hotel front office department. (5 Marks)

4). a). Identify 2 major ways through which a guest may communicate his/her reservation enquiry. (2 Marks)

b). Identify the key basic function of each of the following hotel front office staff.

- i. Front desk agent (1 Mark)
- ii. Reservation agent (1 Mark)
- iii. Switch board operator (1 Mark)
- iv. Front office cashier (1 Mark)
- v. Uniformed bell service staff (1 Mark)
- vi. Concierge (1 Mark)
- vii. Night auditor (1 Mark)
- viii. Front office manager (1 Mark)

5). List and explain 10 safety and security measures that a hotel should implement to safeguard human beings (both staff and guests), physical resources and assets and guests possessions. (10 marks)