

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF CERTIFICATE IN TOURISM AND  
HOSPITALITY MANAGEMENT

**CHTM 0016: FRONT OFFICE OPERATIONS**

STREAMS: CHTM (Y1S2)

TIME: 2 HOURS

DAY/DATE: TUESDAY 05/12/2017

8.30 A.M. – 10.30 A.M.

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**INSTRUCTIONS:**

- Answer all questions in section A and any TWO in section B
- Do not write on the question paper

**SECTION A: 30 MARKS (COMPULSORY)**

1. Briefly discuss FIVE major functions of front office department in a hospitality establishment. [4 marks]
2. State FIVE front office personnel and highlight their main duties. [5 marks]
3. Distinguish between guaranteed reservation and non-guaranteed reservation. [4 marks]
4. Briefly discuss FIVE qualities that needs to be observed by the front office staff to maintain a positive image of the hotel. [5 marks]
5. Briefly explain FIVE ways in which the front office staff can reduce the impact of no showing guest in a hotel. [5 marks]
6. Briefly list FOUR methods of payment during check out of a guest. [4 marks]
7. Outline THREE reasons why a hotel would deny a reservation to a guest. [3 marks]

**SECTION B (40 MARKS)**

8. (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) Discuss how front office staff can participate in a hotel security effort to maintain guest safety. [10 marks]

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9. (a) Demonstrate using illustrations three ways through which a reservation clerk can determine room availability in a hotel. [12 marks]
- (b) Explain how technology has been applied in front office operations to enhance efficiency. [8 marks]
10. (a) Discuss the guest check-in procedure in a hotel. [10 marks]
- (b) Discuss the relationship between the front office and other departments in the hotel. [10 marks]
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