



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF  
SCIENCE AND TECHNOLOGY  
(MMUST)**

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS  
2023/2024 ACADEMIC YEAR**

**SECOND YEAR, FIRST SEMESTER**

**MAIN EXAMINATION**

**FOR THE DEGREE**

**OF**

**B.Sc. HOSPITALITY AND INSTITUTIONAL MANAGEMENT**

**COURSE CODE: BHM 205**

**COURSE TITLE: FRONT OFFICE OPERATIONS 1**

**DATE: THURSDAY 14<sup>TH</sup> DECEMBER 2023      TIME: 3 - 5 P.M**

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**INSTRUCTIONS TO CANDIDATES**

Answer **ALL** questions in **SECTION A** and **B**

Answer **TWO** questions from section **C**.

TIME: 2Hours

**MMUST observes ZERO tolerance to examination Cheating**  
*This paper consists THREE printed Pages. Please Turn Over*

**SECTION A: Answer ALL questions (10 MARKS).**

1. The front office electronic management system links with the following systems for synergy **EXCEPT**;
  - A. Room maintenance system.
  - B. Energy management.
  - C. Call accounting.
  - D. Electronic point of sale.
2. \_\_\_\_\_ is one of the front office functions performed by computers.
  - A. Posting of all guests to account
  - B. Updating of room status
  - C. Registration of guests during check-out
  - D. Updating of guest accounts
3. An example of room statuses include;
  - A. Sleep out.
  - B. Lock out.
  - C. All the above.
  - D. None of the above.
4. Under what circumstances can the front office personnel deny a guest a reservation?
  - A. If they are VIPs in the hotel.
  - B. If the hotel is experiencing high influx of clients.
  - C. If the guest is clumsy.
  - D. If the hotel is booked to its capacity.
5. Hotels will vary in the detail and amount of information they require when accepting a booking, which include;
  - A. Arrival date.
  - B. Name of the reservation clerk.
  - C. Number of rooms.
  - D. Date of payment.
6. Which charting system would you recommend for large hotels?
  - A. Conventional chart.
  - B. Density chart.
  - C. Rooming chart.
  - D. Room occupancy chart.
7. Why is overbooking important for hotels?
  - A. Assists the hotel to maximize profits.
  - B. Assists the hotel to break-even.
  - C. Assists the hotel in obtaining maximum occupancy.
  - D. Assists the hotel in reducing operational costs.

8. 'A chance arrival' refers to\_\_\_\_\_.
  - A. a guest who doesn't stay at the hotel though without a prior booking
  - B. a guest who stays at the hotel with a prior booking
  - C. a guest who doesn't stay at the hotel though with a prior booking
  - D. a guest who stays at the hotel without prior booking
9. While preparing for guest arrival, check for\_\_\_\_\_.
  - A. special requests
  - B. payment methods
  - C. type of guest
  - D. nationality of the guest
10. \_\_\_\_\_ is among the folio types.
  - A. VIP
  - B. Guest
  - C. Walk-in
  - D. Skipper guest

**SECTION B: Answer ALL questions in this section (30 MARKS).**

11. Highlight any **SIX** functions of an electronic management system in a hotel set-up. (6 Marks)
12. List any **SIX** reports that may be generated and printed from the front office computer system. (6 Marks)
13. Explain **THREE** sources of reservation in a hotel set-up. (6 Marks)
14. Outline any **SIX** pre-arrival activities at the hotel front desk. (6 Marks)
15. Explain what the front office personnel should focus on and/ or do while '*walking a guest*'. (6 Marks)

**SECTION C; Answer any TWO questions. (30 MARKS).**

16. You are the reservations supervisor at Nairobi Serena Hotel. You have been approached by Masinde Muliro University hospitality management students interested in grasping the reservation process. Explain this process in relation to the **SEVEN** steps. (15 Marks)
17. Guaranteed reservation type is on the basis that the guest will guarantee to pay for the room, whether it's used or not, unless the guest has followed the hotels' pre-arranged cancellation procedure. Discuss. (15 Marks)
18. There are a number of ways for checking out a guest. Explain. (15 Marks)

