



(University of Choice)

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

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS
2022/2023 ACADEMIC YEAR**

FIRST YEAR, SECOND SEMESTER MAIN EXAMINATION

FOR THE DEGREE

OF

B.Sc. HOSPITALITY AND INSTITUTIONAL MANAGEMENT

COURSE CODE: BHM 108

**COURSE TITLE: INTRODUCTION TO FRONT OFFICE
OPERATIONS**

DATE: MONDAY 24TH APRIL 2023

TIME: 8.00 – 10.00 A.M

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. Which of the following is **NOT** an operational function of the front office cashier?
 - A. Handle safe deposits.
 - B. Monitor guest folio balances.
 - C. Handle float and make remittances.
 - D. Handles guest check out.
2. _____ is referred to as the 'graveyard shift'.
 - A. 1.00 P.M to 9.00 P.M
 - B. 3.00 P.M to 11.00 P.M
 - C. 11 P.M to 7.00 A.M
 - D. 7.00 A.M to 3.00 P.M
3. Front office manager may use front office log book to _____.
 - A. Report the guest incident
 - B. Initiate corrective action
 - C. Record front office daily shift occurrences
 - D. All of the above
4. "The room is assigned to one person. It may have one or more beds. The room size or area is generally between 37 M² to 45 M²". Which room type is described above?
 - A. Single
 - B. King
 - C. Studio
 - D. Suite
5. Which of the following would you recommend to a family couple, with two sons (12 years and 16 years) and daughters (14 years and 15 years) booking for three rooms?
 - A. Cabana
 - B. Villa
 - C. Accessible room
 - D. Connecting room
6. Which information would you easily get from the room rack?
 - A. Room size
 - B. Room type
 - C. Room rate
 - D. Room occupancy status
7. _____ is the colour code on the reservation rack that depicts late arrival reservation.
 - A. Blue
 - B. Green
 - C. Yellow
 - D. Red

8. Which of the following rules would help hotel minimize cash pilferage at the front desk?
 - A. Record daily float reconciliation.
 - B. Decline cash transactions.
 - C. Allow only cashiers to carry out transactions.
 - D. None of the above.
9. "It is the stage when the customer is planning to avail an accommodation in the hotel".
 - A. Occupancy
 - B. Post-Arrival
 - C. Arrival
 - D. Pre-arrival
10. _____ is the reason that necessitates effective communication.
 - A. Employee satisfaction
 - B. Guests
 - C. Planning
 - D. All the above

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

11. Highlight any **SIX** importance of front office section in a hotel set-up. (6 Marks)
12. Describe any **SIX** functions of the Concierge. (6 Marks)
13. Explain **THREE** factors that influence the organization of the front office department. (6 Marks)
14. Describe any **THREE** types of meal plans commonly found in the contemporary hotels. (6 Marks)
15. Describe any **THREE** front office systems commonly found in hotels in Kenya. (6 Marks)

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

16. Just like any other section of the hotel, working at the front office is quite demanding. Moreover, a number of desirable attributes are necessary for one to adequately deliver while working in this section of the hotel. Explain (15 Marks)
17. By use of a well labelled organizational chart, describe the structure of the front office department of a medium sized hotel. (15 Marks)
18. There are a myriad room rates commonly found in the hotel industry. Discuss. (15 Marks)

