

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS
CHUKA/EMBU**

**FIRST YEAR EXAMINATION FOR THE AWARD OF CERTIFICATION IN
HOSPITALITY AND TOURISM MANAGEMENT**

CHTM 00105: INTRODUCTION TO FRONT OFFICE OPERATIONS

STREAMS:CHTM Y1S2

TIME: 2 HOURS

DAY/DATE: MONDAY 20/09/2021

11.30 A.M – 1.30 P.M

INSTRUCTIONS

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

SECTION A (30 MARKS)

1. Define the following terms as used in front operations
 - (a) Reception [2 marks]
 - (b) Reservation [2 marks]
 - (c) Back office [2 marks]
2. Outline four reasons which may make a guest to be blacklisted by a hotel. [4 marks]
3. State four functions of the front office department in a hotel setup. [4 marks]
4. Highlight four attributes of front office personnel. [4 marks]
5. State four services that a resident guest may require. [3 marks]
6. Briefly explain two methods of payments that a guest may use to settle their accounts. [4 marks]
7. Highlight five ways in which the front office department may attract guests to make a booking. [5 marks]

SECTION B (40 MARKS)

8. (a) Discuss the role of technology in front office department of a hotel setup. [8 marks]
- (b) Explain how the front office department relates with the other departments in the hotel industry. [12 marks]
9. (a) Describe the check -in procedure of a guest. [8 marks]
- (b) Discuss six threats to guest's safety in a hospitality establishment. [12 marks]
10. Discuss the guest cycle in a hotel establishment. [20 marks]
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