

CHUKA



UNIVERSITY

RESIT / SPECIAL EXAMINATIONS

**EXAMINATION FOR THE AWARD OF CERTIFICATE IN HOSPITALITY AND
TOURISM MANAGEMENT**

CHTM 00105: FRONT OFFICE OPERATIONS

STREAMS: CHTM (Y1S2)

TIME: 2 HOURS

DAY/DATE: TUESDAY 17/11/2020

8.30 A.M – 10.30 A.M.

INSTRUCTIONS:

- Answer All Questions in **SECTION A** and **Any Other Two in SECTION B**
- Do not write anything on the question paper.

SECTION A: (30 MARKS)

1. Explain the meaning of the following terms
a) Front office (1 Mark)
b) Back house operations (1 Mark)
c) Credit limit (1 Mark)
d) Check in (1 Mark)
e) Contract booking (1 Mark)
f) Corporate sales (1 Mark)
2. Briefly discuss factors that affect the organization of the front office of a hotel (4 Marks)
3. List three sources of reservation in a hotel setup. (3 Marks)
4. Briefly explain two types of reservation (4 Marks)
5. List five methods of payment during check out of a guest (5 Marks)
6. Discuss five functions of front office department in a hotel (5 Marks)

7. Briefly explain the importance of reservation information in a hotel (3 Marks)

SECTION B: 40 MARKS

8. a) Discuss the guest cycle in a hotel. (12 Marks)

- b) Discuss four main qualities of the front office staff in a five star hotel (8 Marks)

9. Discuss the relationship between front office and other departments of a five star hotel (20 Marks)

10. Using a diagram, explain the main duties of various front office personnel (20 Marks)

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