



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2019/2020 ACADEMIC YEAR
SECOND YEAR FIRST SEMESTER**

**SCHOOL OF TOURISM, HOSPITALITY AND
LEISURE STUDIES
BACHELOR OF HOTELS AND HOSPITALITY
MANAGEMENT**

COURSE CODE: BHM 2104

COURSE TITLE: FRONT OFFICE OPERATIONS

DATE: 5TH DECEMBER 2019

TIME: 8.30-10.30AM

INSTRUCTIONS TO CANDIDATES

Answer **ALL** questions in section **A** and any other **TWO** in section **B**.

This paper consists of 2 printed pages. Please turn over.

SECTION A: 30 MARKS (COMPULSORY)

QUESTION ONE:

(30MARKS)

- a. Using examples elaborate the term front office operations as used in the hospitality industry (5 Marks)
- b. State and explain **FIVE** duties undertaken in the front office (5 Marks)
- c. Describe the importance of communication that takes place in the front office (5 Marks)
- d. State and explain **FIVE** duties of the front office accounts system (5 Marks)
- e. Describe **FIVE** types of hotel guests (5 Marks)
- f. Explain characteristics of a good front desk layout (5 Marks)

SECTION B: (ANSWER ANY TWO)

QUESTION TWO:

Using a well elaborate diagram, explain the guest cycle (20 Marks)

QUESTION THREE:

- a. Explain the organogram of a typical front office department (5 Marks)
- b. Explain duties and responsibilities of **FIVE** front desk employees (5 Marks)
- c. Explain **TEN** qualities of a professional front office employee (10Marks)

QUESTION FOUR:

- a. Explain **FOUR** reasons why it's important to have a Property Management System in the hotel (4 Marks)
- b. Using relevant examples describe the term Property Management System (8 Marks)
- c. Explain **TWO** common forms of Property Management System employed in hotels (8 Marks)

QUESTION FIVE:

- a. Explain **FIVE** departments the front office department interacts with (5 Marks)
- b. Explain **FIVE** DO's in hotel communication (5 Marks)
- c. Assuming you are the manager of a five star hotel explain how you would handle a guests who books a room only to arrive and you realize you had overbooked (10 Marks)

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