The Co-operative University of Kenya

SUPPLEMENTARY / SPECIAL EXAMINATION AUGUST-2019

EXAMINATION FOR THE DIPLOMA IN CATERING AND HOTEL MANAGEMENT

UNIT CODE: DCHM 1204

UNIT TITLE: FRONT OFFICE OPERATIONS

DATE: 30TH AUGUST, 2019   **TIME: 2:30 PM – 4:30 PM**

INSTRUCTIONS:
- Answer question **ONE (compulsory)** and any other **TWO** questions

QUESTION ONE
(a) A hotel has revenue of sh.1.5 million with 450 rooms. On November 24th 2018, only 200 rooms were occupied. calculate the following:
    i.   The average daily rate   (2 marks)
    ii.   The ReVPAR on 24th November   (3 marks)
    iii.   The hotel occupancy percentage on 24th November   (2 marks)
    iv.   Convert ADR & ReVPAR to US dollars   (3 marks)
          ($ 1 = Ks.100)
(b) Explain he different types of Night Audit Reports   (5 marks)
(c) Explain the standard operating procedure of handling a cancellation request   (5 marks)
(d) Explain requirements considered when selecting a PMS   (5 marks)
(e) Explain the different sources of reservations in a hotel   (5 marks)

QUESTION TWO
(a) Explain the different types of sales indicators in hotels   (10 marks)
(b) Explain the THREE different service levels a hotel offers   (10 marks)

QUESTION THREE
(a) Explain the operations of a back office   (10 marks)
(b) Explain the responsibilities of the following ranks in front office   (10 marks)
    i.   Reception manager
    ii.   Reservation manager

QUESTION FOUR
(a) Explain the duties and responsibilities of a night auditor   (10 marks)
(b) Explain the guest cycle in a hotel. Give examples to illustrate your answers   (10 marks)

QUESTION FIVE
(a) Explain FIVE 'Dont's' in front office communication   (10 marks)
(b) Explain the differences between a guest and city account   (10 marks)