



The Co-operative University of Kenya
END OF SEMESTRE EXAMINATION NOVEMBER-2019
EXAMINATION FOR THE DIPLOMA IN CATERING & HOTEL MANAGEMENT
(YR II SEM II)

UNIT CODE: DCHM 1204

UNIT TITLE: FRONT OFFICE OPERATIONS

DATE: 25TH NOVEMBER, 2019

TIME: 9:00 AM – 11:00 AM

INSTRUCTIONS:

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

QUESTION ONE

- (a) Highlight six functions of a front office operations officer (12 marks)
- (b) Explain the role of registration in hotels (8 marks)
- (c) Explain five different types of Rooms in Hotel (10 marks)

QUESTION TWO

- (a) Describe any five traits that front office personnel should possess (10 marks)
- (b) Highlight five functions of a reservations clerk in the front office (10 marks)

QUESTION THREE

- (a) Describe the front office guest cycle with illustration (10 marks)
- (b) Explain five security measures to be undertaken to ensure a guest doesn't leave a hotel without paying the bill (10 marks)

QUESTION FOUR

- (a) Explain five ways of handling Group reservation (10 marks)
- (b) What are the different reports prepared in Front office (10 marks)

QUESTION FIVE

- (a) Communication is an important aspect in front office operations five main barriers of Communication and how to overcome the barriers. (10 marks)
- (b) Explain five roles of a reservation clerk in the front office area (10 marks)