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P. O.Box 845-50400 Busia(K)

principal@auc.ac.ke

Tel: +254 741 217 185

+254 736 044 469

off Busia-Malaba road

OFFICE OF THE DEPUTY PRINCIPAL

ACADEMICS, RESEARCH AND STUDENTS' AFFAIRS

UNIVERSITY EXAMINATIONS

2018 /2019 ACADEMIC YEAR

SECOND YEAR FIRST SEMESTER REGULAR EXAMINATION

**FOR THE DEGREE OF HOTEL AND
HOSPITALITY MANAGEMENT**

COURSE CODE: BHM 211

**COURSE TITLE: FRONT OFFICE OPERATIONS AND
MANAGEMENT**

DATE:10/12/2018

TIME: 9.00 AM-12.00PM

INSTRUCTION TO CANDIDATES

- SEE INSIDE

THIS PAPER CONSISTS OF 4 PRINTED PAGES

PLEASE TURN OVER

BHM 211 FRONT OFFICE OPERATIONS AND MANAGEMENT

STREAM: BHHM

DURATION: 3 HOURS

INSTRUCTIONS TO CANDIDATES

- i) Answer question **ONE** and any other **TWO** questions
- ii) Do not write on the question paper

Question One

- a) Busia Resort had Ksh. 4,017,236 of operating expenses, a desired return on investment of Ksh. 1,500,000 and additional income of Ksh. 150,000 from other sources with projected room sales of 47,680 room-nights. Determine the average room rate. (6 Marks)
- b) State and briefly explain the circumstances of reservation denying. (6 Marks)
- c) Explain the three guest accounts maintained by the front office department. (6 Marks)
- d) Highlight the phases of front office guest registration process. (6 Marks)
- e) Enumerate the procedures for processing a cash payment by the receptionist/ cashier. (6 Marks)

Question Two

- a) Discuss any five key functions of the front office department. (10 Marks)
- b) In relation to Front office department, state and explain the responsibilities of any five personnel. (10 Marks)

Question Three

- a) With reference to the front office department, explain the guidelines for good salesmanship techniques. (10 Marks)
- b) Discuss the various reservation reports prepared by the front office section of a hotel. (10 Marks)



Question Four

- a) Night audit function of the Front Office operations is one of the key areas that hospitality students must be well informed of. Discuss the basic steps of night audit in a hotel set up. (10 Marks)
- b) Hotels worldwide have varied rates for their various accommodation products. Explain any five types of room rates. (10 Marks)

Question Five

- a) Discuss the advantages and disadvantages of budgeting. (20 Marks)