

DHRM 08



**ALUPE UNIVERSITY
COLLEGE**

... Bastion of Knowledge ...

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OFFICE OF THE DEPUTY PRINCIPAL

ACADEMICS, RESEARCH AND STUDENTS' AFFAIRS

UNIVERSITY EXAMINATIONS

2018 /2019 ACADEMIC YEAR

FIRST YEAR SECOND SEMESTER REGULAR EXAMINATION

**FOR THE DIPLOMA IN HOTEL AND
HOSPITALITY MANAGEMENT**

COURSE CODE: DHRM 08

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

DATE: 11/12/2018

TIME: 2.00-5.00PM

INSTRUCTION TO CANDIDATES

- SEE INSIDE

THIS PAPER CONSISTS OF 5 PRINTED PAGES

PLEASE TURN OVER

DHRM 08 FRONT OFFICE OPERATIONS AND MANAGEMENT

STREAM: SBE (HOSP)

DURATION: 21/2HOURS

INSTRUCTIONS TO CANDIDATES

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

SECTION A (30marks)

Question 1

- a) Outline five (5) types of departments that are found in the front office and in each case identify one role that each play. (10marks)
- b) Explain five (5) responsibilities a front office staff can handle. (10marks)
- c) Identify two categories of the front office operations, in each category briefly discuss at least two (2) kinds of operations that take place there. (10marks)

SECTION B (40MARKS)

Question2

- a) Identify five (5) different staff that work in the front office and in each case outline two of their roles. (10marks)
- b) Discuss five (5) professional qualities that front office staff should possess in order to be more effective at work. (10marks)

Question 3

- a) i) Explain the meaning of the guest cycle. (2marks)
- ii) Discuss the activities that take place at every stage of the guest cycle. (8marks)
- b) Elaborate on how the Whitney slip reservation system works. (8marks)

Question 4

- a) Distinguish between the following rooms.
 - a) Single and Double room

b) Deluxe and twin room

c) Cabana and studio

d) lanai and suite

e) Sico and Murphy bed.

(10marks)

b) Discuss the points that should be considered when categorizing hotels.

(10marks)

Question5

Discuss the amenities that hotels provide for their V.I.Ps as per their policies.

(20marks)

