



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2011/2012

SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE (HOSPITALITY MANAGEMENT)

HOM 210: FRONT OF HOUSE MANAGEMENT

DATE: MONDAY 2ND APRIL, 2012

TIME: 11.00 AM – 1.00 PM

INSTRUCTIONS

SECTION A: COMPULSORY (Answer ALL Questions)

Q.1) Explain the 'guest cycle' and give details of all its stages. (14 marks)

Q.2) Outline the attributes required of Front Office Personnel in general. (6 marks)

Q.3) Explain the following terms:

(i) Rooms Division

(ii) Guest Folio

(iii) Twin room

(iv) PABX

(v) Occupancy discrepancy report. (10 marks)

SECTION B: (Answer ANY TWO Questions)

Q.4) (a) Explain in detail the duties of a 'Guest Relations Officer'. (8 marks)

(b) Explain what would happen once the Front Office Cashier has posted the restaurant bills of the guest in room 206 to the account of the guest in room 306. (12 marks)

Q.5) (a) Giving examples, explain the various ways of categorizing hotels. (12 marks)

(b) Explain duties of a 'Night auditor'. (8 marks)

Q.6) (a) Explain fully the credit relationship between a hotel and a guest. Include commonly accepted methods of a guest clearing his/her bill. (11 marks)

(b) Describe the following types of hotel guests and explain how they should be handled upon check-in:

(i) Walk-in

(ii) Repeat

(iii) V.I.P.

(9 marks)

Q.7) (a) You are the Front Office Manager of a 4* city hotel with 100 guest rooms. One week from today, you foresee an over-booking situation. If all bookings materialize, your hotel will sleep with an occupancy of 120% on that day. Explain what measures you will take to ensure minimal inconvenience to all guests. (4 marks)

(b) Explain how overbooking situations arise, and why 'Planned Over-bookings' are sometimes risked. (6 marks)
