



# **GRETSA UNIVERSITY - THIKA**

**UNIVERSITY EXAMINATIONS  
MAY - AUGUST 2018 SEMESTER**

**BACHELOR OF SCIENCE IN HOSPITALITY  
MANAGEMENT**

**COURSE CODE: BSHM 204**

**COURSE TITLE: FRONT OFFICE OPERATIONS**

**DATE: 7 AUGUST 2018**

**TIME: 11.30 AM – 2.30 PM**

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## **INSTRUCTIONS TO CANDIDATES**

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

**CAUTION:** *All exam rooms are under CCTV surveillance during the examination period.*

## SECTION A: COMPULSORY

### Question One

#### Case study:

It was nearly 11.00 a.m. and at last the manager has managed to sit down in his office after an extremely fraught and upsetting 2 hours at the reception desk. It had seemed as though all of the problem guests had decided to depart at the same time, but in fact it had just been three separate incidents that had caused all of the problems.

Firstly Ms. McKenzie had arrived to check out and pay her account. She had initially checked into the hotel for three nights on a special weekend package rate; however she then extended her stay for a further three nights to conclude some business in town. Upon printing out the bill for Ms. McKenzie the receptionist noticed that she had been charged the extra three nights at the special weekend rate rather than the normal full rate. Accordingly she amended the bill and presented it to Ms. McKenzie.

On seeing the rates that she had been charged she became most irate, and explained that she had approached the receptionist on Monday morning to extend her stay and was assured that she could have the special rate also extended. Therefore she was refusing to pay the extra pounds. At this point you as the Front Office Manager have been called in to sort things out. On checking, you found that it was one of the trainee receptionists who had spoken to Ms. McKenzie. Although she felt sure she had not said that she could have the special rate, she could not be absolutely certain.

*(Source: Author)*

- a) Based on the above case:
- (i) Explain how the head receptionist should have handled Ms. McKenzie. **[10 marks]**
  - (ii) Discuss the systems or procedures that could be put in place to ensure that this mishap will not happen again. **[10 marks]**
- b) Briefly explain the procedure used when dealing with a guest problem using **FIVE** points. **[10 marks]**
- c) Explain the following:
- (i) Front Office **[2 marks]**
  - (ii) Front Office Work shifts **[2 marks]**
  - (iii) Guaranteed reservation **[2 marks]**
  - (iv) The Conventional Chart **[2 marks]**
  - (v) Guest History Records **[2 marks]**

## SECTION B: ANSWER ANY THREE QUESTIONS

### Question Two

- a) State **FOUR** emergency procedures a Front Office Staff is required to know. [4 marks]
- b) 'It is possible for staff to identify potential walk-outs by paying closer attention to the behavior of the guest and to take measures to guard against them' Explain this statement using **FOUR** points. [8 marks]
- c) With the aid of a diagram explain the procedure used to ensure the safety and security of guests' luggage using **FOUR** points. [8 marks]

### Question Three

- a) When can a guest be guaranteed a Late Check-out? [2 marks]
- b) Explain **THREE** types of postings used in the Front Office Accounting Cycle. [6 marks]
- c) In measuring quality of service, what should the customer expect from staff members in Front Office? Explain using **SIX** points. [12 marks]

### Question Four

- a) Explain the following in relation to security measures that can be used to reduce walk outs:
  - (i) Credit status checks [2 marks]
  - (ii) Luggage passes [2 marks]
  - (iii) Interim payments [2 marks]
- b) The expected arrivals list is usually prepared 24 hours in advance providing basic information on guests who are expected to arrive on a particular date. What does it help the reception supervisor to determine? Enumerate using **TWO** points. [4 marks]
- c) What are the **FIVE** general rules for checking the method of payment in the Front Office? [10 marks]

### Question Five

- a) Define the term 'Whitney Advance Booking Rack'. **[2 marks]**
- b) Explain the various responsibilities of the following staff using **TWO** points each:
- (i) Telephone staff **[2 marks]**
  - (ii) Guest relation staff **[2 marks]**
  - (iii) Senior receptionist **[2 marks]**
  - (iv) Porter **[2 marks]**
  - (v) Reservations manager **[2 marks]**
- c) The Black List is a record of people whom the hotel does not wish to accept as guests. Explain **FOUR** reasons why guests are blacklisted. **[8 marks]**