



MAASAI MARA UNIVERSITY
REGULAR UNIVERSITY EXAMINATIONS
2023/2024 ACADEMIC YEAR
FIRST YEAR SECOND SEMESTER
SCHOOL OF, TOURISM AND HOSPITALITY
BACHELOR OF HOTELS AND HOSPITALITY
MANAGEMENT
COURSE CODE: HHM 1209 -1
COURSE TITLE: FRONT OFFICE OPERATIONS

DATE:

TIME:

INSTRUCTIONS TO CANDIDATES

Answer **ALL** questions in **Section A** and any other **TWO** questions in Section B

SECTION A (20MARKS)

- a) Define the following terms as used in the front office:
 - i. Room rate **(1 mark)**
 - ii. Wash factor **(1 mark)**
- b) Distinguish between guaranteed reservation and non-guaranteed reservation. **(4 marks)**
- c) State FIVE front office personnel and highlight their main duties. **(5 marks)**
- d) Total rooms in the hotel are 410; total rooms available are 400; total rooms sold are 350; total revenue is Ksh.3,850,000. What is the ADR? **(4 marks)**
- e) Briefly explain FIVE ways in which the front office staff can reduce the impact of not showing guests in a hotel. **(5 marks)**

SECTION B (30MARKS)

- 1. a) With the aid of a diagram discuss the activities that the front office staff are involved in during the four stages of the guest cycle **(10marks)**
- b) State any five 'back office' tasks of front office staff **(5 marks)**

- 2. a) Demonstrate using illustrations three ways through which a reservation clerk can determine room availability in a hotel. **(12 marks)**
- b) Outline three features of a supervision Room Rack Card **(3 marks)**

- 3. a) Identify Five security issues in the Front Office department. **(10marks)**
- b) Briefly list Five methods of payment during check out of a guest. **(5 marks)**

- 4. a) Discuss the guest check-in procedure in a hotel. **(10 marks)**
- b) Outline five key factors to be considered with respect to a conference booking. **(5 marks)**