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**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

SUBJECT	:	MANAGING FRONT OFFICE OPERATION
SUBJECT CODE	:	HFO 7134
DATE	:	11 OCTOBER 2015
DURATION	:	2.00 PM-5.00 PM (3 HOURS)

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of **FIVE (5)** sections:
 - Section A (10 Marks)
 - Section B (10 Marks)
 - Section C (20 Marks)
 - Section D (40 Marks)
 - Section E (20 Marks)
2. Answer **ALL** questions from all **Part A, B, C and D**. For **Part E**, answer **TWO (2)** questions only.
3. Candidate is not allowed to bring any material into the examination room **EXCEPT** with the permission from the invigilator.
4. Please check to make sure that this examination pack consists of:
 - i. Question Paper
 - ii. Answering Booklet
 - iii. OMR Form

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO

This examination paper consists of 9 printed pages including front page.

SECTION A (Total: 10 marks)**MULTIPLE CHOICE QUESTIONS****INSTRUCTION: Answer ALL questions.****Please use the OMR sheet provided.**

1. Choose the correct match.
 - A. Bed & Breakfast – a room rate that include full breakfast
 - B. European plan - a room rate includes three meals (usually continental style breakfast, lunch and dinner)
 - C. American Plan - room rate combined with two meals only (breakfast and lunch or breakfast and dinner)
 - D. Continental Plan - A room rate that includes only accommodations with no meals.

2. Which one of the following is main duty of uniformed service agent?
 - A. Provide direction to guests
 - B. Handle guest luggage
 - C. Handles money and post charge
 - D. Registers guests and maintains room availability information

3. What is the most important information that the reservation should acquire from the guest during registration process?
 - A. Name
 - B. Number of children
 - C. Relative's information
 - D. Education

4. Here are some examples suite name EXCEPT :
 - A. Junior
 - B. Corner
 - C. Presidential
 - D. B-level

5. Corporate rate is
 - A. Room rate for business people that represent a company
 - B. Room rate which offer to business people staying in the hotel
 - C. Room rate that offered to large group of people
 - D. The highest room rate charged by a hotel

6. What is the last stage of reservation process?
 - A. Creating the reservation record
 - B. Producing reservation reports
 - C. Maintaining the reservation record
 - D. Confirming the reservation record

7. How to handle guest complain?
 - A. Pick up the phone within three rings
 - B. Interrupt when the guest talking
 - C. Argue with guest
 - D. Listen with empathy to guest

8. Current number of reservations often referred to as the number of rooms
 - A. Due to arrive
 - B. On the books
 - C. Due to depart
 - D. Variance

9. Reached when every room is occupied and no guest was walked called
 - A. Market tolerance
 - B. Price fixing
 - C. Perfect sell
 - D. Hubbart formula

10. Ignored requests for additional supplies is an example of
 - A. Service-related complaint
 - B. Mechanical complaint
 - C. Attitudinal complaint
 - D. Unusual complaint

SECTION B (Total: 10 Marks)**'TRUE' OR 'FALSE'****INSTRUCTION: Answer ALL questions.****Please use the OMR sheet provided**

- 1) Hotel is one of the biggest subsector of accommodation which provide variety of facilities and services
- 2) Modified American Plan is room rate that includes only accommodations with no meals.
- 3) Continental Plan is a room rate that continental style breakfast.
- 4) Front office department consist of three main areas
- 5) Guest complaint can be separated into two categories of problems.
- 6) Overbooking is hotel not accepting reservations beyond the point where its rooms are expected to be occupied.
- 7) Reservations department keep track reservations availability through control book and computerized system only.
- 8) Reservation record initiate the guest cycle.
- 9) Preregistration activities are registration activities that occur after the guest arrives at the property.
- 10) Premium rate offers a greater discount based on the number of days in advanced it is booked.

SECTION C: (Total: 20 Marks)

FILL IN THE BLANK QUESTIONS

INSTRUCTION: Answer ALL questions. Fill in the blanks with the correct words given below.

Please use the answer booklet provided.

Outlet report	Perfect sell	Wall chart	Advance deposit	Self-registration
Mid-range service	Standard configuration	Room preferences	Economy service	Innkeepers law
Forecasting	Forecasting and sales management	Malaysia tourism	Corporate rate	Innkeeper
Gross average rate	Yield management	Transient average rate	Commercial rate	Late charge

- 1) includes beautiful islands, hillside retreats, tropical rainforests and cosmopolitan cities.
- 2)offer uniformed guest service, airport limousine service and food and beverage services.
- 3)provides clean, comfortable, inexpensive rooms and meets the basic needs of guest.
- 4)is defined the keeper of any such place and includes accompany or corporation.
- 5) Hotels in Malaysia govern bywhich state the liability of the hotel owners as well the guest stayed at their property.
- 6) are defined as the individual guest's choice of room type configuration and designation.
- 7) The is defined as the room configuration makes up the majority of the sleeping rooms at a particular hotel.
- 8)is room rate which offer to business people staying in the hotel

- 9)is room rate for business people that represent a company and have in frequent or sporadic patterns of travel.
- 10)is determined by the combination of room revenue generated by all the sleeping rooms divided by the total number of rooms includes all rooms occupied or not.
- 11)is looks at the revenue generated from all non-group occupied and revenue generating rooms.
- 12) Gathering forecasted sales information and using it to determine pricing is often referred to as
- 13) also known as partial prepayment
- 14) Reservations department keep track reservations availability through
- 15) A relatively new concept in front office registration is
- 16) A is a transaction requiring posting to a guest account that does not reach the front desk for posting until after the guest has checked out and closed his or her account.
- 17)is reached when every room is occupied and no guest was walked.
- 18) is process of collecting, analyzing, and distributing occupancy information to the rest of the hotel.
- 19)is providing information on what occupancy levels are forthcoming, in essence how busy the hotel will be.
- 20) Report that match the total sales reports of each outlet known as

SECTION D (Total: 40 Marks)**SHORT ANSWER**

INSTRUCTION: Answer ALL questions. This section consists of SEVEN (7) questions. Please use the answer booklet provided.

QUESTION 1

List **FIVE (5)** types of tourism available in Malaysia.

(5 marks)

QUESTION 2

What are **THREE (3)** bases for categorizing hotels?

(3 marks)

QUESTION 3

A 300rooms property with daily average 70% and an average RM 130.00 average daily rate.
Calculate:

- a) Number of rooms occupied per day
- b) Room revenue per day

(4 marks)

QUESTION 4

No	DAY	MON	TUE	WED	THU
	DATE	17/8/2014	18/8/2014	19/8/2014	20/8/2014
1	Rooms on the Books	190	230	200	270
2	Due to Arrive	58	71	55	95
3	Non Gtd Reservations	3	6	4	6
4	Est No Show	6	8	3	2
5	Est.Early Departure	4	7	4	5
6	Est.Stayover	3	4	6	5
7	Due to Depart	80	90	50	66
8	Revised on Books				
9	Variances				
10	No rooms to fill				
	OVERSELL NUMBER				

(Hotel Pelangih has 400 rooms)

(10 marks)

You are required to calculate the Monday, Tuesday, Wednesday and Thursday oversell

QUESTION 5

Information:

December 22, 2015

500 rooms

8 Out of Order Rooms

180 Standard Rooms (RM 140 nett)- (room sold 166 rooms)

150 Superior Rooms (RM 160 nett) -(room sold 75 rooms)

90 Deluxe Rooms (RM 190 nett)-(room sold 60 rooms)

60 Suites Rooms (RM 255 nett)-(room sold 30 rooms)

You are required to:

a) Calculate the occupancy percentage

(2 marks)

b) Calculate the income of:

- i) Standard rooms
- ii) Superior rooms
- iii) Deluxe rooms
- iv) Suites rooms

(4marks)

c) Calculate the total revenue for the hotel

(4marks)

QUESTION 6

Confirmation letter generally include:

(6 marks)

QUESTION 7

Identify **TWO (2)** types of reservations.

(2 marks)

SECTION E (Total: 20 Marks)**LONG ESSAY**

INSTRUCTION: Answer **TWO(2)** questions only. This section consists of **THREE (3)** questions. Please use the answer booklet provided.

QUESTION 1

The departure stage of the guest cycle involves several procedures designed to simplify check-out and account settlement. Identify **ten (10)** procedures of departure.

(10 marks)

QUESTION 2

Briefly explain **FIVE (5)** functions of front office.

(10 marks)

QUESTION 3

- a) Nowadays, the modern guest room is created to meet guest's room preferences. What is the meaning of room preferences? (2 marks)
- b) Briefly explain **FOUR (4)** variations of room types. (8 marks)

END OF QUESTION PAPER

