



KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION

COURSE NAME : MANAGING FRONT OFFICE
OPERATION
COURSE CODE : DHM3133
EXAMINATION : APRIL 2018
DURATION : 3 HOURS

INSTRUCTION TO CANDIDATES

1. This examination paper consists of THREE (3) :
 - PART A (20 Marks)
 - PART B (50 Marks)
 - PART C (30 Marks)
2. Candidates are not allowed to bring any material to examination room except with the permission from the invigilator.
3. Please check to make sure that this examination pack consist of:
 - i. Question Paper
 - ii. Objective Answer Paper
 - iii. Answer Booklet

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

This examination paper consists of 10 printed pages including front page

PART A

This part contains of FIVE(5) questions.

Answer ALL in Objective Answer Paper.

1. World class service also know as _____
 - A economy.
 - B luxury.
 - C medium.
 - D suite.

2. Competitive set would be call to set room rate in _____ method
 - A market control.
 - B hubbart formula.
 - C market tolerance.
 - D cost rate formula.

3. Which report is use to record seroius situation occur during night shift as well as to supplement the MOD report?
 - A Incident report
 - B In-house report
 - C Credit limit report
 - D Occupancy report

4. What you should record in the form when accepting the message?
 - A The caller's telephone tag
 - B The time message was received
 - C The place where the caller available
 - D The caller's identification card number

5. Registration and rooming functions takes place during the _____
- A arrival stage.
 - B enquiry stage.
 - C check out stage.
 - D reservation stage.
6. How to deal with difficult caller?
- A Ignore the ring
 - B Scream the caller
 - C Listen and silent
 - D Listen without interrupting the caller
7. What is the first action when you meet a hotel guest?
- A Give a smile
 - B Ask question
 - C Say thank you
 - D Say good morning
8. Which one of the following is reservation control device?
- A Log book
 - B Control book
 - C Night audit report
 - D Guest history record
9. Which one of the following relates with guestroom preference?
- A Rooms sold / room available x 100
 - B Total sales / number of rooms sold
 - C Revised on the book – number of rooms available
 - D Room type + room configuration + room designation

10. What is the most important information that the reservation should acquire from the guest during registration process?
- A Name
 - B Annivesary date
 - C Number of children
 - D Relative 's information
11. A guest ho made a room reservation ut did not register or cancel is called?
- A No show
 - B No change
 - C Pre occupied
 - D Non occupied
12. Hotel generally accepted guest mode payment like _____
- A cash.
 - B credit card.
 - C combine settlement.
 - D all of the above.
13. A guest history is useful
- A In knowing the family background of a guest
 - B To reward free airline mileage of the guest's choice
 - C For recording important people who stayed in the hotel
 - D In soliciting future business from prior guests of the hotel
14. Gaming, trade shows and study trips are categorized in _____ sector.
- A attraction
 - B conferences
 - C adventure tourism
 - D transportation service

15. Overselling is a front office technique which can be used effectively in
- A Double bookings in low season
 - B Selling rooms to walk – in guest
 - C Booking rooms at rate higher than agreed
 - D Balancing the effect of the minus or negative factors
16. Posting guest charges, accepting payment on guest accounts and closing the shift are the duties of:
- A accountant
 - B Night auditor
 - C Front office cashier
 - D Guest service agent
17. Which of the following shift hours show below is probably a night audit shift
- A 4.00 am to noon
 - B 8.00 pm to 4.00 am
 - C 11.00 pm to 7.00 am
 - D 3.00 pm to 11.00 pm
18. Ignored requests for additional supplies is an example of _____ complaint.
- A unusual complaint
 - B attitudinal complaint
 - C mechanical complaint
 - D service related complaint
19. What you should do when the walk-in guest cannot be accomodated?
- A Throw away their luggage
 - B Give the out of order room
 - C Ask them to come tommorow
 - D Suggesting the alternative hotels

20. What is the main task of front office during checkout stage?

- A. Asking for the guest detail
- B. It resolves outstanding guest account balance
- C. Preparing bill for the guest
- D. Gift souvenir to the guest

[20 MARKS]

PART B

This part contains of **FIFTEEN(15)** questions.
Answer **ALL** questions in Answer Booklet.

QUESTION 1

Describe **five (5)** function of front office department

(5 Marks)

QUESTION 2

List **two (2)** main areas to comprised front office department

(2 Marks)

QUESTION 3

List **three (3)** types of complainers way

(3 Marks)

QUESTION 4

Identify **three (3)** variety of guest service

(3 Marks)

QUESTION 5

Give **four (4)** type of channel that guest can use as a medium to make a reservation.

(4 Marks)

QUESTION 6

Processing reservation involves matching room request with room availabilities, recording, confirming and maintaining reservations, and producing management reports.

- a) Identify six (6) reservation processes

(6 Marks)

QUESTION 7

Describe four (4) types of rooms

(4 Marks)

QUESTION 8

List three (3) room rate categories

(3 Marks)

QUESTION 9

Illustrate the room view below

- a) City view
- b) Ocean view
- c) Partial ocean view

(3 Marks)

QUESTION 10

Describe four (4) tone of voice in telephone skill

(4 Marks)

QUESTION 11

Prepare three (3) approaches to control overbooking

(3 Marks)

QUESTION 12

Give two (2) bell service operation

(2 Marks)

QUESTION 13

Discover three (3) ways you should do when dealing with difficult callers

(3 Marks)

QUESTION 14

Give two (2) types property direct reservation request

(2 Marks)

QUESTION 15

List three (3) method of payment

(3 Marks)

[50 MARKS]

PART C

This part contains of **THREE(3)** questions.
Answer ALL questions in Answer Booklet.

QUESTION 1

The main objective of check in process is to make sure the process of guest check in meet guest expectations and legal requirements.

Briefly explain **TEN (10)** tips of what should the front office agent should 'Do's and 'Don'ts when check in for handicapped guest

[10 marks]

QUESTION 2

Briefly explain the room rate designation

[10 marks]

QUESTION 3

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]

[30 MARKS]

END OF QUESTION PAPER

