



---

**KOLEJ YAYASAN PELAJARAN JOHOR  
ONLINE FINAL EXAMINATION**

---

**COURSE NAME : MANAGING FRONT OFFICE OPERATION**  
**COURSE CODE : DHM 3133**  
**EXAMINATION : NOVEMBER 2020**  
**DURATION : 6 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. Please refer to the detailed instructions in this question paper.
3. Students are allowed to refer to resources such as lecture notes, books, internet or any other relevant resources.
4. Answer ALL questions in the answer sheet which is A4 size paper (or other paper with the consent of the relevant lecturer).
5. Write your details as follows in the upper left corner for each answer sheet:
  - I. Student Full Name
  - II. Identification Card (I/C) No.
  - III. Class Section
  - IV. Course Code
  - V. Course Name
  - VI. Lecturer Name
6. Each answer sheet must have a page number written at the bottom right corner.
7. Answers should be handwritten, neat and clear.

---

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

---

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

**PART A**

This part contains **TWENTY (20)** questions.

Answer ALL in the Objective Answer Sheet.

1. What should you record in the form when accepting a message?
  - A The caller's telephone tag.
  - B The time the message was received.
  - C The place where the caller is available.
  - D The caller's identification card number.
  
2. Registration and rooming functions takes place during the \_\_\_\_\_
  - A arrival stage.
  - B enquiry stage.
  - C check out stage.
  - D reservation stage.
  
3. What is a skipper account?
  - A The charges for guaranteed reservation.
  - B The back dated account which cannot be settled.
  - C The departed guest who personel check where returned unpaid.
  - D The account for guest who left the hotel without settling their account.
  
4. 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.

5. Which of the following is a reservation control device?
- A Log book.
  - B Control book.
  - C Night audit report.
  - D Guest history record.
6. Competitive set would be called to set room rate in \_\_\_\_\_ method.
- A market control
  - B Hubbart formula
  - C market tolerance
  - D cost rate formula
7. Which 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.
8. What kind of reservation assures the guest that the hotel will hold a room until a specific time?
- A Fully reservation.
  - B Guest reservation.
  - C Automated reservation.
  - D Guaranteed reservation.
9. 'The room is not used for the entire night, and commonly offered at airport hotels'

*Statement 1*

What type of room rate is used in statement 1?

- A Rack rate.
- B Special rate.
- C Half day rate.
- D Discounted rate.

10. What is the definition of "tourist"?
- A People who travel to their relative house more than 60km away from home.
  - B People who travel more than 10km away from home and stay for at least three night.
  - C People who travel more than 40km away from home and stay for at least one night.
  - D People who travel more than 40km away from home but come back home in the same day.
11. Which report is used to record serious situation that occurs during a night shift as well as to supplement the MOD report?
- A Incident report.
  - B In-house report.
  - C Credit limit report.
  - D Occupancy report.
12. What is the last step of a check out procedure?
- A updating the room's status.
  - B posting outstanding charges.
  - C verifying the method of payment.
  - D checking for mail, message and faxes.
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 an accountant.
  - B a night auditor.
  - C a front office cashier.
  - D a guest service agent.
17. Which of the following shift is probably a night audit's shift?
- A 1400 to 2300.
  - B 1900 to 0100.
  - C 2300 to 0700.
  - D 0100 to 0900.
18. Ignored requests for additional supplies is an example of \_\_\_\_\_ .
- A unusual complaint
  - B attitudinal complaint
  - C mechanical complaint
  - D service related complaint

19. What should you do when the walk-in guest cannot be accommodated?

- A Throw away their luggage.
- B Give the out of order room.
- C Ask them to come tomorrow.
- D Suggesting the alternative hotels.

20. The potential report used to uncover fraud and poor practices within the F&B outlets is known as \_\_\_\_\_

- A F&B audit report.
- B F&B potential report.
- C F&B In-house report.
- D F&B purchasing report.

**[20 MARKS]**

**PART B**

This part contains **ELEVEN(11)** questions.

Answer ALL questions in the Answer Sheet.

**QUESTION 1**

Describe **five (5)** types of tourism in Malaysia.

(5 Marks)

**QUESTION 2**

State **five (5)** positions in the front office department.

(5 Marks)

**QUESTION 3**

Predict **three (3)** guestroom preferences with examples.

(3 Marks)

**QUESTION 4**

Organize **four (4)** steps of guest cycle in the correct sequence.

(4 Marks)

**QUESTION 5**

Identify the complete reservation processes.

(6 Marks)

**QUESTION 6**

Recognize methods of payment.

(4 Marks)

**QUESTION 7**

Classify the types of room available in hotel.

(4 Marks)

**QUESTION 8**

Express **five (5)** words and phrases that can keep customers cool.

(5 Marks)

**QUESTION 9**

Describe **two (2)** tones of voice in telephone skill.

(4 Marks)

**QUESTION 10**

Discover **six (6)** ways you should do when dealing with difficult callers.

(6 Marks)

**QUESTION 11**

Explain the terms below.

1. Rack rate -
2. Room rate -
3. Corporate rate -
4. Seasonal rate –

(4 Marks)

**[50 MARKS]**



**PART C**

This part contains **THREE (3)** questions.

Answer ALL questions in the Answer Sheet.

**QUESTION 1**

Mr Superman brings his family for vacation. He told his wife to book a room for their family vacation via calling the hotel. As a reservation agent, you should ask for the guests room preferences and also the room view.

As a reservation agent, explain the room view that the hotel will offer to the guest?

[10 marks]

**QUESTION 2**

Sarah Lee wants to make a family reunion at Aman Tioman for three nights and two days. She already made a reservation at the hotel. She booked ten rooms for her family. On the day she arrives, you are working as a front desk agent.

Carry out the compute procedure of handling group a check in.

[10 marks]

**QUESTION 3**

Since hotels operate 24 hours a day, seven days a week, the front office must regularly review and verify the accuracy and completeness of guest and non-guest accounting report. Mr Indra Shahril, is one of the night audit managers at Thistle Hotel Johor Bahru and he needs to brief his new staff about the report that should be prepared.

Classify **five (5)** reports that need to be prepared by the night audit team.

[10marks]

**[30 MARKS]**

**END OF QUESTION PAPER**