



---

**KOLEJ YAYASAN PELAJARAN JOHOR  
FINAL EXAMINATION**

---

**COURSE NAME : MANAGING FRONT OFFICE  
OPERATION**

**COURSE CODE : DHM3133**

**EXAMINATION : OCTOBER 2018**

**DURATION : 3 HOURS**

---

**INSTRUCTION TO CANDIDATES**

1. This examination paper consists of **THREE(3)**:
  - PART A (30 Marks)
  - PART B (50 Marks)
  - PART C (20 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 12 printed pages including front page*

---



**PART A**

This part contains of **FIVE(5)** questions.

Answer ALL in Objective Answer Paper.

1. 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
  
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 skipper accounts?
  - A The charges for guaranteed reservation
  - B The back dated account which cannot be settle
  - 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 reservation control device?
- A Log book
  - B Control book
  - C Night audit report
  - D Guest history record
6. Competitive set would be call to set room rate in \_\_\_\_\_ method
- A market control
  - B hubbart formula
  - C market tolerance
  - D cost rate formula
7. Which one of the following relates with guestroom preference?
- A  $\text{Rooms sold} / \text{room available} \times 100$
  - 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 reservations 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'*
- What kind of this rate?
- A Rack rate
  - B Special rate
  - C Half day rate
  - D Discounted rate

10. What is "tourist" definition?
- A People who travel to their relative house more than 60km away from home
  - B People who travel more than 40km away from home and stay for at least one night
  - C People who travel more than 10km away from home and stay for at least three night
  - D People who travel more than 40km away from home but come back home in the same day
11. Which report is use to record serious 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
12. What is the last step of 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 accountant
  - B night auditor
  - C front office cashier
  - D guest service agent
17. Which of the following shift below is probably a night audit 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 \_\_\_\_\_ 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 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 known as
- A F&B audit report
  - B F&B potential report
  - C F&B In-house report
  - D F&B purchasing report
21. Below are types of payment, EXCEPT
- A Cash
  - B Credit Card
  - C Directed Billing
  - D Online Banking
22. Six steps of registration process is include \_\_\_\_\_.
- A guest n
  - B ame
  - C preregistration
  - D issuance of key
  - E reservation conformation
23. What is cashing goal?
- A Post all charges within 30 minutes
  - B Register within two minutes arrival
  - C Fill up all the guest form for 15 minutes
  - D Respond to every check out luggage within ten minutes

24. What is registration goal?
- A Post all charges within 30 minutes
  - B Register within two minutes arrival
  - C Fill up all the guest form for 15 minutes
  - D Respond to every check out luggage within ten minutes
25. A guest who arrives at the hotel without reservation are called?
- A No show
  - B Walk in guest
  - C A stay over guest
  - D Extended stay guest
26. Which of the following answer is **NOT** telephone etiquette?
- A Smile while you on the phone
  - B Listen and respond to the person on line
  - C Know what you want to say before making the call
  - D Follow hotel procedure when taking an external call
27. A list prepared daily of the room to be vacated is called \_\_\_\_\_.
- A departure list
  - B room status list
  - C guest history list
  - D room cleaning list
28. The department which normally responsible for servicing rooms is \_\_\_\_\_.
- A Reception Department
  - B Maintainance Department
  - C Housekeeping Department
  - D Human resource Department



29. Check in guest is requested to complete ?
- A Booking form
  - B Questionnaire
  - C Registration form
  - D Reservation form
30. A confirmation slip is used to \_\_\_\_\_.
- A allocate room
  - B provide facilities
  - C guarantee a sale
  - D confirm a reservation

**[30 MARKS]**

**PART B**

This part contains of **FIFTEEN(15)** questions.

Answer ALL questions in Answer Booklet.

**QUESTION 1**

State **five (5)** position in front office department

(5 Marks)

**QUESTION 2**

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

(3 Marks)

**QUESTION 3**

Identify **three (3)** categories of guests' complaint

(3 Marks)

**QUESTION 4**

Give **four (4)** varieties of guest services

(4 Marks)

**QUESTION 5**

Prepare **three (3)** steps to handle walk in guest when room is unavailable

(3 Marks)

**QUESTION 6**

List **three (3)** disabled access configuration may include in room

(3 Marks)

**QUESTION 7**Describe **four (4)** variations of guaranteed reservation

(4 Marks)

**QUESTION 8**List **three (3)** ways to make a reservation requests

(3 Marks)

**QUESTION 9**

Illustrate the room view below

- a) Pool view
- b) Garden view
- c) Mountain view

(3 Marks)

**QUESTION 10**Give **four (4)** important guest data to make guest record

(4 Marks)

**QUESTION 11**Discover **six (6)** ways you should do when dealing with difficult callers

(6 Marks)

**QUESTION 12**Give **two (2)** ways to control guestroom keys issue for guest safety

(2 Marks)

**QUESTION 13**

What is purpose of guest history record?

(3 Marks)

**QUESTION 14**

Give **two (2)** types of check out option

(2 Marks)

**QUESTION 15**

Explain terms below

- a) Complimentary rate
- b) Day rate

(2 Marks)

**[50 MARKS]**

**PART C**

This part contains of **TWO(2)** questions.

Answer ALL questions in Answer Booklet.

**QUESTION 1**

Briefly explain **five (5)** room rate categories.

[10 marks]

**QUESTION 2**

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]

[20 MARKS]

**END OF QUESTION PAPER**

