



---

**KOLEJ YAYASAN PELAJARAN JOHOR**  
**FINAL EXAMINATION**

---

**COURSE NAME** : **MANAGING FRONT OFFICE OPERATION**  
**COURSE CODE** : **DHM 3133**  
**EXAMINATION** : **DECEMBER 2022**  
**DURATION** : **3 HOURS**

---

**INSTRUCTION TO CANDIDATES**

1. This examination paper consists of **THREE (3)** :  
PART A (10 Marks)  
PART B (60 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. The Question Paper
  - ii. An Objective Answer Paper
  - iii. An Answering Booklet

---

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

---

*This examination paper consists of 8 printed pages including front page*

**PART A**

This part contains **TEN (10)** questions.

Answer **ALL** in the Answering Booklet.

1. Which of the following are referring to World Class Service Hotel?
  - i. Backpackers.
  - ii. Luxury amenities.
  - iii. Minimal amenities.
  - iv. Unique and fast responds.

A i, ii  
B i, iii  
C ii, iv  
D i, ii, iii
  
2. Section 4 of Innkeepers Act 1952 mentioned the records must be open at all times for inspection by a competent authority. Who is the 'competent authority'?

A Ministry of Health.  
B State Religious Authority.  
C National Security Council.  
D National Volunteers Corporation.
  
3. Which of these are suitable configurations for Disabled Room (Accessible Room)?
  - i. Lower beds.
  - ii. Wider doorways.
  - iii. Higher peepholes.
  - iv. Voice activated dialing.

A i, ii  
B i, iii  
C ii, iv  
D i, ii, iii

4. The reason many of us feel awkward about phone calls is because \_\_\_\_\_

- A you can show empathy by acting fast to the query.
- B you could not see the other person's facial expression.
- C you need to keep jargon to a minimum to avoid confusion.
- D you have to know what you want to say before making the call.

5. Which of the following can be practiced if a hotel receives reservation even though the hotel reservation is full?

- i. Accept the reservation
- ii. Decline the reservation
- iii. Suggest different room types
- iv. Suggest different hotel nearby

- A i, ii
- B i, iii
- C ii, iv
- D i, ii, iii

6. Pre-registration activity can be done at the \_\_\_\_\_

- A concierge.
- B bell station.
- C front desk agent.
- D reservation agent.

7. These are the various methods that can be used in a guest bill settlement,
- i. Cash
  - ii. Credit card
  - iii. Voucher card
  - iv. Membership card
- A i, ii  
B i, iii  
C ii, iv  
D i, ii, iii
8. A guest who works in tourism industry will have a room at \_\_\_\_\_ charges when they stay in a hotel.
- A rack rate  
B industry rate  
C seasonal rate  
D government rate
9. The procedures for group arrivals have to be planned in advance because
- A they know each other.  
B they pay a special discounted priced.  
C the guests are identified by numbers.  
D the arrival of large groups at the same time mean there is pressure on the reception staff.
10. There is a need for continuity and consistency in staff performance and work standard if \_\_\_\_\_
- A the hotel is going to close down.  
B the hotel is not expecting profits.  
C the hotel is going to operate smoothly.  
D the handling over of work shift occurs properly.

[10 MARKS]

**PART B**

This part contains **TEN (10)** questions.

Answer **ALL** questions in Answering Booklet.

**QUESTION 1**

Relate **three (3)** reasons for travelling with different level of services in lodging properties.

(6 Marks)

**QUESTION 2**

a. Identify the roles of **three (3)** positions in front office that involved in guest departure process.

(3 Marks)

b. Illustrate the diagram of guest cycle interaction with front office with at least one (1) person-in-charge in each of the guest cycle.

(7 Marks)

**QUESTION 3**

Outline stages that are needed in order to present guest room preferences.

(4 Marks)

**QUESTION 4**

a. Show procedures to handle difficult callers.

(6 Marks)

b. Identify acceptable words or phrase you can use to keep difficult callers cool.

(4 Marks)

**QUESTION 5**

Construct a simple reservation forms that suitable in creating reservation record with at least of **six (6)** compulsory guest data.

(6 Marks)

**QUESTION 6**

Demonstrate the differences in the procedures of declining accommodation of guest with guaranteed reservation and guest with non-guaranteed reservation.

(4 Marks)

**QUESTION 7**

What is a late check-out? Indicate ways that can help a front desk agent minimizes the occurrence of late check-out.

(5 Marks)

**QUESTION 8**

Find the following value by application of appropriate calculation.

Amount needed from guest room sales :	RM 40,500,000
No. of guest rooms available :	150
No. of guest rooms available annually :	i)
No. of rooms to be occupied based on average occupancy if occupancy percentage is 75% :	ii)
Average daily rate required to cover cost and provide ROI :	iii) RM
Square foot areas of guest rooms :	50,000 sqft
Net square foot of occupied rooms :	iv)
Average daily rental per square foot :	v) RM

(5 Marks)

**QUESTION 9**

Illustrate in sequence procedure in issuing additional room key card during guest occupancy.

(5 Marks)

**QUESTION 10**

Identify five (5) historical data record of room selling that can bring value of room occupancy projection.

(5 Marks)

[60

MARKS]

**PART C**

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

Answer ALL questions in the Answering Booklet.

**QUESTION 1**

You are working in Vass Hotel as a front desk agent. One fine day, a guest has come in and she wishes to make a room reservation.

By referring to the steps in getting guest room preferences, review a dialogue between the guest and you in completing guest room reservation for the guest.

(10 marks)

**QUESTION 2**

Mr Hse visits the front desk asking whether there is a safe deposit box he could use in the hotel. He is also wondering what are the terms and conditions in order to use the service throughout his occupancy.

As a front desk agent, analyse the situation to assist Mr Hse.

(10 marks)

**QUESTION 3**

All transactions, including room rates, outlet/ancillary posting, banquet charges and other miscellaneous charges, must be posted correctly in order for the hotel accurately report financial data as to ensure correct rates are charged to guests.

Distinguish **five (5)** reports that necessary for night auditor prepare to conclude guests transaction.

(10 marks)

**[30 MARKS]**

**END OF QUESTION PAPER**