



**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

**COURSE NAME : MANAGING FRONT OFFICE
OPERATION**

COURSE CODE : DHM3133

EXAMINATION : OCT 2017

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 **TWENTY(20)** questions.

Answer ALL in Objective Answer Paper.

1. What is the first action when you meet a hotel guest?
 - A. An answer to his question
 - B. A question if you can help him
 - C. A 'Thank You' for doing business with your hotel
 - D. A smile

2. Which one of the following is reservation control device?
 - A. Log book
 - B. Guest history record
 - C. Control book
 - D. Night audit report

3. Which one of the following relates with Guestroom Preferences?
 - A. Total Sales/No. of Rooms Sold
 - B. Revised on-the-book – Number of rooms available
 - C. Room type + Room Configuration + Room Designation
 - D. Rooms Sold/Rooms Available x 100

4. Competitive set would be call to set room rate in _____ method.
 - A. Market tolerance
 - B. Cost rate formula
 - C. Hubbart formula
 - D. None of the above

5. A reservation which assure the guest that a room will be held until check-out time of the day following the day of arrival _____
- A. Guaranteed Reservation
 - B. Fully Reserved
 - C. Automated Reservation
 - D. Guest Reservation
6. Report which used to record serious situations occurs during night shift as well as to supplement the MOD report known as?
- A. Occupancy Report
 - B. In-House Report
 - C. Incident Report
 - D. Credit Limit Report
7. Hotel generally accepted guest mode payment like?
- A. cash
 - B. credit card
 - C. Combine settlement
 - D. all of the above
8. This is usually on-half the rate of the room, for use by a guest during a given day up to 5.00pm?
- A. Rack rate
 - B. Day rate
 - C. Discounted rate
 - D. Special rate

9. A guest history is useful _____
- A. In knowing the family background of a guest
 - B. In soliciting future business from prior guests of the hotel
 - C. To reward free airline mileage of the guest's choice
 - D. For recording important people who have stayed in the hotel
- 10 Overselling is a front office technique which can be used effectively in _____
- A. Selling rooms to walk-in guests
 - B. Booking rooms at rate higher than agreed by the guest
 - C. Double bookings in low season
 - D. In order to offset the effect of the minus or negative factors that determine availability
- 11 Posting guest charges, accepting payment on guest accounts, making folio corrections, processing transfers, and closing the shift are the duties of a ?
- A. Night auditor
 - B. Front office cashier
 - C. Guest service agent
 - D. Accountant
- 12 Study trips, gaming and trade shows are some sorts of _____.
- A. Adventure tourism & recreation
 - B. Attraction
 - C. Events and conferences
 - D. None of the above
- 13 Which of the following shift hours shown below is probably a night audit shift?.
- A. 4:00 a.m. to noon
 - B. 8:00 p.m. to 4:00 am
 - C. 11:00 p.m. to 7:00 am
 - D. 3:00 p.m. to 11:00 p.m.

- 14 Which one of the following suit with "tourist" definition?
- A. People who travel more than 40km away from home.
 - B. People who travel more than 60km away from home.
 - C. People who travel more than 60km away from home and stay for at least one night.
 - D. People who travel more than 40km away from home and stay for at least one night.
- 15 The potential report used to uncover fraud and poor practices within the F&B outlets known as?
- A. Food and beverage potential report
 - B. Food/beverage audit report
 - C. In-house report
 - D. Food and beverage report
16. Which one the following TRUE regarding industry rate?
- A. Offer to certain people whose belong to an organization
 - B. Offer to those who work in the travel industry
 - C. Offer during off-season
 - D. Offer certain guest rooms as an alternative meeting room
- 17 Ignored requests for additional supplies is an example of _____.
- A. Mechanical complaint
 - B. Attitudinal complaint
 - C. Unusual complaint
 - D. Service-related complaint

- 18 Registration and rooming functions takes place during the_____
- A. Enquiry stage
 - B. Reservation stage
 - C. Arrival stage
 - D. Check out stage
- 19 In the message form always record_____
- A. The time message was received
 - B. The reason for the phone call
 - C. The place where the caller is now
 - D. The time when the caller will call back
- 20 A guest leaves a key on the front desk counter. What do you do?
- A. Ask the guest to put the key in the key drop
 - B. Put the key away only when several keys are on the counter
 - C. Put the key away to once even though serving another guest
 - D. Put the key away before taking a break

[20 MARKS]

PART B

This part contains of **SIXTEEN(16)** questions.

Answer ALL questions in Answer Booklet.

QUESTION 1

Describe **FIVE (5)** position or career in room division department

(5 Marks)

QUESTION 2

Define hotel

(2 Marks)

QUESTION 3

List **THREE (3)** types of accommodation

(3 Marks)

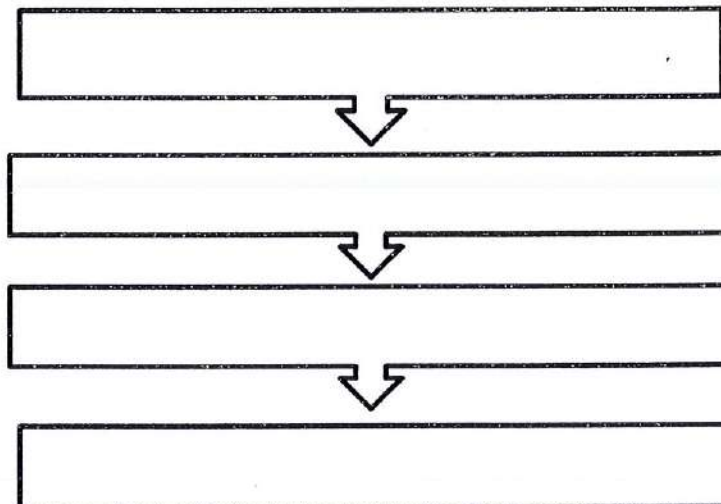
QUESTION 4

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

(3 Marks)

QUESTION 5

Give **FOUR (4)** steps of guest cycle



(4 Marks)

QUESTION 6

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

(3 Marks)

QUESTION 7

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

(3 Marks)

QUESTION 8

Describe **FOUR (4)** types of rooms

(4 Marks)

QUESTION 9

List **THREE (3)** word and phrases that keep customers cool

(3 Marks)

QUESTION 10

Illustrate the room view below

1. Pool view
2. Garden view
3. Mountain view

(3 Marks)

QUESTION 11

Describe **FOUR (4)** tone of voice in telephone skill

(4 Marks)

QUESTION 12

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

(3 Marks)

QUESTION 13

Give **TWO (2)** ways to control guestroom keys issue for guest safety

(2 Marks)

QUESTION 14

Prepare **THREE (3)** approaches to control overbooking

(3 Marks)

QUESTION 15

Give **TWO (2)** types of reservation

(2 Marks)

QUESTION 16

Explain terms below

1. Rack rate
2. Room rate
3. Corporate rate

(3 Marks)

[50 MARKS]

PART C

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

Answer ALL questions in Answer Booklet.

QUESTION 1

A lot guests shall be involved, therefore carefully planning made to ensure a smooth check in process without much hassle. Identify **Ten (10)** procedures in handling group check in.

[10 marks]

QUESTION 2

Meal plan is the structure of room rate and the meal provide by the hotel establishment. Briefly explain **FIVE (5)** types of meal plan.

[10 marks]

QUESTION 3

Identifying problems is one of the first steps in taking corrective action. By examining the number and type of complaints received, front office management may gain insight into common and less common problems. Front office staff members better equipped to handle frequent complaints courteously and effectively. Especially if they are aware the problem may not be immediately corrected.

Discuss the **TEN (10)** steps to handle that kind of situation.

[10 marks]

[30 MARKS]

END OF QUESTION PAPER

