



**KOLEJ YAYASAN PELAJARAN JOHOR
ONLINE FINAL EXAMINATION**

COURSE NAME : MANAGING FRONT OFFICE OPERATION
COURSE CODE : DHM 3133
EXAMINATION : DIS 2021
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. 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 information is needed when accepting message from a caller?
 - 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. Which stage is crucial for registration and rooming function?
 - A arrival stage.
 - B enquiry stage.
 - C check out stage.
 - D reservation stage.

3. Which statement best describes skipper account?
 - A The charges for guaranteed reservation.
 - B The back dated account which cannot be settled.
 - C The departed guest who personal check where returned unpaid.
 - D The bill for guest who left the hotel without settling their charged.

4. As a hotelier front desk, one must _____ in order to form a good first impression to 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 these is referring to guest room preferences?
- 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. Formal recording of the facts related to workplace accident, injury or fires.

Statement 2

Statement 2 refers to _____

- A incident report.
- B in-house report.
- C credit limit report.
- D occupancy report.

12. Which 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. Operate 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. The hotel night auditor is responsible for reconciling and closing out daily hotel financial activities. Which of these 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 show as _____ .
- A unusual complaint
 - B attitudinal complaint
 - C mechanical complaint
 - D service related complaint
19. As a front desk, what is the best response when a 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 point out report is known as _____ report.
- A F&B audit
 - B F&B potential
 - C F&B In-house
 - D F&B purchasing

[20 MARKS]

PART B

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

Answer ALL questions in the Answer Sheet.

QUESTION 1

Discover **five (5)** careers in accommodation sector.

(5Marks)

QUESTION 2

The front office in a large hotel supports many positions with considerable separation of duty. Predict the positions typically included in front office department.

(5 Marks)

QUESTION 3

Discover **three (3)** the next level up the standard configuration.

(3 Marks)

QUESTION 4

Determine the effective ways of convey the emotion of the front desk agent.

(4 Marks)

QUESTION 5

Discover **six (6)** variety of ways a property receives reservation.

(6 Marks)

QUESTION 6

Demonstrate a manager's action when the hotel could not accommodate guest with the guaranteed reservation.

(6 Marks)

QUESTION 7

Discover **four (4)** purposes of guest history record .

(4 Marks)

QUESTION 8

Write **five (5)** common designations of room rate structure.

(5 Marks)

QUESTION 9

Explain the procedure to fulfill guests' request to move from their current room to another.

(6 Marks)

QUESTION 10

Discover the historical factor for documented record of historical data.

(6 Marks)

[50 MARKS]

PART C

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

Answer ALL questions in the Answer Sheet.

QUESTION 1

The last interaction of guest with hotel staff takes place during the final check of the guest cycle which is check out. During check out, guests formally vacate their rooms, settle their bills and leaves the hotel.

As a front desk agent, determine the alternative check out option.

[10 marks]

QUESTION 2

Guest rooms are the most important commodity of the hotel. They form a large component of the guests' overall experience at the hotel. Emergency plans are simple strategies designed to keep guests and employees safe.

Point out the emergency procedure to ensure the guest safety in the hotel.

[14 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.

Determine the routine activities of night audit team.

[6 marks]

[30 MARKS]

END OF QUESTION PAPER