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**KOLEJ YAYASAN PELAJARAN JOHOR  
FINAL EXAMINATION**

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**COURSE NAME : MANAGING FRONT OFFICE OPERATION**  
**COURSE CODE : DHM 3133**  
**EXAMINATION : OCTOBER 2019**  
**DURATION : 3 HOURS**

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**INSTRUCTION TO CANDIDATES**

1. This examination paper consists of **THREE (3) parts** :
  - PART A (20 Marks)
  - PART B (50 Marks)
  - PART C (30 Marks)
2. Candidates are not allowed to bring any material to the examination room except with the permission from the invigilator.
3. Please check to make sure that this examination pack consists of:
  - i. Question Paper
  - ii. Objective Answer Paper
  - iii. Answer Booklet

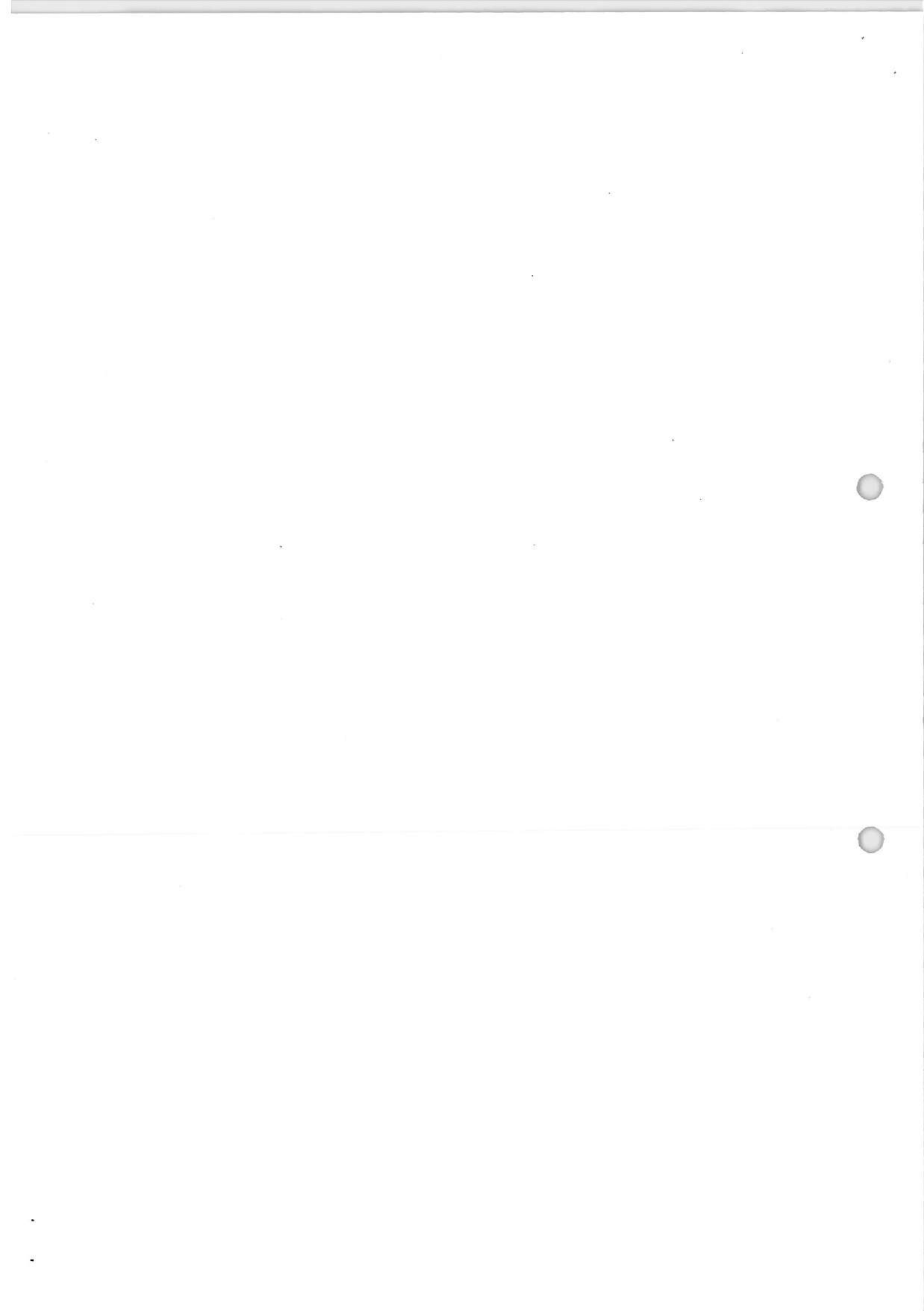
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*This examination paper consists of 9 printed pages including front page*

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**PART A**

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

Answer ALL in the Objective Answer Paper.

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 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 personal 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 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 rate is it?
- 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 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 used to record serious situation that occur 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 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 the
- 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 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 **SIXTEEN(16)** questions.  
Answer ALL questions in the Answer Booklet.

**QUESTION 1**

Describe **five (5)** positions or careers in room division department.

(5 Marks)

**QUESTION 2**

Define hotel.

(2 Marks)

**QUESTION 3**

State **three (3)** types of accommodation.

(3 Marks)

**QUESTION 4**

List **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 a room is unavailable.

(3 Marks)

**QUESTION 7**

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

(3 Marks)

**QUESTION 8**

Classify **four (4)** types of rooms.

(4 Marks)



**QUESTION 9**

Find **three (3)** words and phrases that can 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)** tones 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 the terms below

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

(3 Marks)

**[50 MARKS]**

**PART C**

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

Answer ALL questions in the Answer Booklet.

**QUESTION 1**

Briefly explain **five (5)** functions of front office.

[10 marks]

**QUESTION 2**

Adam wants to make a family reunion at Telok Aman Resort for three nights and two days. He already made a reservation at the hotel. He booked ten rooms for his family. On the day he arrives, you are working as a front desk agent.

Briefly explain the procedure of handling a group check in.

[10 marks]

**QUESTION 3**

The departure stage of the guest cycle involves several procedures designed to simplify check-out and account settlement.

State **ten (10)** procedures of departure.

[10 marks]

**[30 MARKS]**

**END OF QUESTION PAPER**