



D1 5

SCHOOL OF HOSPITALITY AND TOURISM
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FINAL EXAMINATION
SEMESTER JANUARY 2015

COURSE	:	MANAGING FRONT OFFICE OPERATION
COURSE CODE	:	HFO 7134
TIME/DURATION	:	9.00 AM -12.00 PM (3 HOURS)
DATE	:	13 MAY 2015

INSTRUCTION TO CANDIDATES

1. This examination paper consists of FIVE (5) Parts
Part A (10 marks)
Part B (10 marks)
Part C (20 marks)
Part D (40 marks)
Part E (20 marks)
2. Answer ALL questions in Part A, B, C and D. For Part E answer TWO(2) questions only.
3. Candidates are not allowed to bring any material into the examination room EXCEPT with the permission from the invigilator.
4. Please check to make sure that this examination pack consist of :
 - i. Question Paper
 - ii. OMR Form
 - iii. Answering Booklet

THERE ARE 10 PAGES OF QUESTIONS, INCLUDING THIS PAGE

SECTION A (Total: 10 marks)**MULTIPLE CHOICE QUESTIONS****INSTRUCTION: Answer ALL questions.****Please use the OMR sheet provided.**

- 1) Which of the following is the **FALSE** statement?
 - A) According to a survey, one of the reasons why people travel is for vacation.
 - B) Eco tourism is one of example of tourism that available in Malaysia
 - C) Cashier involves in guest registration and maintain room availability information
 - D) Mechanical complaints usually deal with an equipment problem such as air cond.

- 2) Which of the following are not included in guest services?
 - A) Airport transportation
 - B) Parking cars
 - C) Handling luggage
 - D) Taking food from the buffet line and sent to the guest

- 3) How many people can be occupied in a deluxe room?
 - A) Two persons
 - B) Three persons
 - C) Four persons
 - D) Five persons

- 4) Which of the following is the most inappropriate channel for making reservation?
 - A) Fax
 - B) Telephone
 - C) Internet
 - D) Letter

- 5) Rooms availability status can be checked through few channel **EXCEPT**:
 - A) Housekeeping status report
 - B) Room status discrepancy
 - C) Occupancy Report
 - D) HR report

- 6) What should the receptionist do when they hand over the room key?
- A) Write the room number on the key
 - B) Announce the room number until others can hear it too.
 - C) Give the spare key to unregistered guest
 - D) Issue the key only to authorized person
- 7) Below are purposes of guest history record **EXCEPT**:
- A) As a source for mailing list
 - B) To identify guest characteristics which are important for strategic marketing
 - C) Help the hotel to develop and place advertisements
 - D) Only for appreciation
- 8) Which rate is applicable for business conference?
- A) Family rate
 - B) Corporate rate
 - C) Industry rate
 - D) Package rate
- 9) Choose the **CORRECT** match.
- A) American Plan – A room rate includes three meals
 - B) European Plan – A room rate that includes full breakfast
 - C) Bed and Breakfast – Room rate combined with two meals.
 - D) Modified American Plan – Room rate combined with four meals
- 10) What should you do first when dealing with a difficult caller?
- A) Listen without interrupting
 - B) Gather the facts and make a note of them
 - C) Take their details so you can get back to them
 - D) Apologize if you have made the mistake

SECTION B (Total: 10 marks)**'TRUE' OR 'FALSE'****INSTRUCTION: Answer ALL questions.****Please use the OMR sheet provided.**

- 1) First step in departure procedure is checking for email, messages and faxes
- 2) It is compulsory to update the room status every time guest check out.
- 3) Self check out means the guest can check themselves out by using an in-room system
- 4) Transient average rate usually looks at the revenue generated from all non group occupied and revenue generating rooms.
- 5) Securing a payment from the guest must be done in a good manner.
- 6) It is not necessary for the front office to apologize from the guest for any cause of inconvenience
- 7) Currency exchange in a hotel may be considered as non guest service
- 8) Overselling means the front desk personnel sell the room at the highest rate.
- 9) The most common time period used in short term forecast is 2 years
- 10) It is not necessary to record the guest name that gets involved in any accident that occurred in the hotel.

[10 marks]

SECTION C: (Total : 20 marks)**FILL IN THE BLANK QUESTIONS**

INSTRUCTION: Answer ALL questions. Fill in the blanks with the correct words given below.

Please use the answer booklet provided.

In house	European Plan	Long term	Membership	Luxury
Registration	Pad	Single occupancy	Corporate rate	Voucher
Bellman	Bellman	Average Room rate	Inn	more
Walk in	System	Wall Chart	Telephone	Three days

- 1) According to Innkeepers Act 1952, _____ may be defined as any hotel, hostel, public house, restaurant or other place of refreshment, the keeper of which is now by law responsible for the goods and property of his guests.
- 2) _____ is one of the front office functions.
- 3) Customers are willing to pay _____ for good service.
- 4) Duty of _____ is assisting guests in getting baggage into hotel and their rooms.
- 5) _____ is a room that suitable for one person and has one bed only.
- 6) _____ is a rate which offer to business people staying in the hotel
- 7) _____ a room rate that includes only accommodation with no meals.
- 8) Use a _____ when taking a massage
- 9) Conducting the reservation can be done through _____
- 10) Hotels may monitor room availability through a few approaches. One of the approaches is _____

- 11) Room availability status can be access through _____
- 12) Guest can pay their bill by cash, credit card, special program or _____
- 13) _____ guest pay higher for the room as compared to guest who made reservation.
- 14) Guests can check themselves out of the hotel by accessing _____
- 15) _____ means average of all rates sold at a hotel on a given night
- 16) The most common time periods used in short- term forecast are _____
- 17) Forecast can be divided into short term and _____
- 18) This rate is offered to loyal guest. This rate is called _____
- 19) World class service also known as _____
- 20) Report that is used for reporting every guest who occupied a room during the night audit process _____

SECTION D (Total: 40 marks)**SHORT ANSWER**

INSTRUCTION: Answer ALL questions. This section consists of SEVEN (7) questions. Please use the answer booklet provided.

Question 1

Give **THREE (3)** reasons why people travel?

[3 marks]

Question 2

Give **THREE (3)** example of tourism available in Malaysia.

[3 marks]

Question 3

A 250 rooms property with daily average 50% and an average RM 115.00 average daily rate.

Calculate:

- a) Number of rooms occupied per day
- b) Room revenue per day

[4 marks]

Question 4

No	DAY	MON	TUE	WED	THU
	DATE	17/8/2014	18/8/2014	19/8/2014	20/8/2014
1	Rooms on the Books	200	226	203	259
2	Due to Arrive	60	71	55	95
3	Non Gtd Reservations	2	6	4	6
4	Est No Show	6	8	3	2
5	Est.Early Departure	4	7	3	6
6	Est.Stayover	3	4	6	5
7	Due to Depart	80	90	50	65
8	Revised on Books	?	?	?	?
9	Variances	?	?	?	?
10	No rooms to fill	?	?	?	?
	OVERSELL NUMBER	?	?	?	?

You are required to calculate the Monday, Tuesday, Wednesday and Thursday oversell.

[10 marks]

Question 5

Identify **FIVE (5)** functions of Night Audit

[5 marks]

Question 6

Information:

September 14, 2015

500 rooms

8 Out of Order Rooms

200 Standard Rooms (RM 150 nett)- (room sold 169rooms)

150 Superior Rooms (RM 170 nett)- (room sold 75 rooms)

90 Deluxe Rooms (RM 200 nett)-(room sold 55 rooms)

60 Suites Rooms (RM 250 nett)-(room sold 32 rooms)

You are required to:

a) Calculate the occupancy percentage

[2 marks]

b) Calculate the income of:

- i) Standard rooms
- ii) Superior rooms
- iii) Deluxe rooms
- iv) Suites rooms

c) Calculate the total revenue for the hotel

[8 marks]

Question 7

List **FIVE (5)** items that should be included in the incidents and accidents report

[5 marks]

SECTION E (Total: 20 marks)

LONG ESSAY.

INSTRUCTION: Answer **TWO (2)** questions. This section consists of **THREE (3)** questions. Please use the answer booklet provided.

Question 1

The front office in large hotel supports many positions with considerable separation of duties. Briefly explain **FIVE (5)** positions and main duties in front office department.

[10 marks]

Question 2

Briefly explain **THREE (3)** types of complainers and ways to handle them

[10 marks]

Question 3

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

List down procedures for check out guest.

[10 marks]

END OF QUESTION PAPER

