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**ONLINE FINAL EXAMINATION**

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**COURSE NAME** : **MANAGING FRONT OFFICE OPERATION**  
**COURSE CODE** : **DHM 3133**  
**EXAMINATION** : **DIS 2021**  
**DURATION** : **3 HOURS**

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**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. Answer should be handwritten, neat and clear.

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

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

**PART A**

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

Answer ALL in the Answer Sheet.

1. A hotel is an establishment whose primary business is to operate \_\_\_\_\_
  - A bell and door attendant services.
  - B laundry and dry cleaning services.
  - C use of furniture and fixture services.
  - D lodging and room attendant services.
  
2. 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
  
3. In Innkeepers Act 1952 (Revised 1981), an innkeeper must require guests to enter the following information in the register, **EXCEPT**
  - A guest name.
  - B method of payment.
  - C mode and particular arrival.
  - D date of arrival and departure.

4. 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.
5. Which of these is a type of room configuration?
- A Junior Suites.
  - B Smoking room.
  - C Partial Ocean View.
  - D Single occupancy room.
6. Which of these are suitable configurations for Disabled Room (Accessible Room)?
- i. Lower beds.
  - ii. Wider doorways.
  - iii. Higher peepholes.
  - iv. Voice activated dialling.
- A i, ii
  - B i, iii
  - C ii, iv
  - D i, ii, iii
7. 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.

8. These words and phrases are used to keep customers cool, **EXCEPT**
- A please.
  - B i don't know.
  - C i'm very sorry.
  - D you are welcome.
9. Which of the following can be practiced if a hotel receives reservation even though the hotel reservation is full?
- A Accept the reservation.
  - B Decline the reservation.
  - C Suggest different room types.
  - D Suggest different hotel nearby.
10. Prepayment reservation is also known as \_\_\_\_\_ reservation.
- A confirmed
  - B guaranteed
  - C non-confirmed
  - D non-guaranteed
11. The \_\_\_\_\_ procedure occurs before a guest arrives at the property.
- A reservation
  - B registration
  - C pre-reservation
  - D pre-registration
12. Pre-registration activity can be done at the \_\_\_\_\_
- A concierge.
  - B bell station.
  - C front desk agent.
  - D reservation agent.

13. In a check-out process, \_\_\_\_\_ helps to minimize guest check-out time.
- A pre-departure
  - B pre-settlement
  - C pre-reservation
  - D pre-registration
14. Which of these are the various methods that can be used in a guest bill settlement?
- i. Cash
  - ii. Debit card
  - iii. Credit card
  - iv. Voucher card
- A i, ii
  - B i, iii
  - C ii, iv
  - D i, ii, iii
15. The method in calculating hotel rate based on hotel operating cost incurred and returned on investment (ROI) is \_\_\_\_\_
- A Hubbart formula.
  - B cost rate formula.
  - C market tolerance.
  - D average rate formula.
16. A guest who works in the 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

17. 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 indentified by numbers.
  - D the pressure of the arrival to the reception staff.
18. The collection of keys from guests at the time of check out is done by \_\_\_\_\_
- A a cashier.
  - B a bell boy.
  - C a conciarge.
  - D a bell captain.
19. What is the meaning of PABX?
- A Please act bold end.
  - B Private automobile branch end.
  - C Private automatic branch exchange.
  - D Public automobile branch exchange.
20. 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.

**[20 MARKS]**

**PART B**

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

Answer ALL questions in the Answer Sheet.

**QUESTION 1**

Discover **two (2)** types of guest that stays in hotel.

(5 Marks)

**QUESTION 2**

Illustrate a guest accounting diagram interaction in the front office.

(5 Marks)

**QUESTION 3**

Sketch the formula to determine guest room preferences.

(5 Marks)

**QUESTION 4**

Construct the phone etiquettes in handling difficult callers.

(5 Marks)

**QUESTION 5**

Classify **five (5)** variations of guaranteed reservations.

(5 Marks)

**QUESTION 6**

Interpret **five (5)** important steps of registration process.

(5 Marks)

**QUESTION 7**

What is a late check-out? Discover ways to minimize the occurrence of late check-out.

(5 Marks)

**QUESTION 8**

Compute the following values:

Amount needed from guest room sales :	RM 3,040,000
No. of guest rooms available :	101
No. of guest room 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 :	80,000 sqft
Net square foot of occupied rooms :	iv)
Average daily rental per square foot :	v) RM

(5 Marks)

**QUESTION 9**

Prepare procedures in handling a wake-up call.

(5 Marks)

**QUESTION 10**

Classify **five (5)** types of historical factors that are used to estimate room occupancy in a hotel.

(5 Marks)

**[50 MARKS]**



**PART C**

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

Answer ALL questions in the Answer Sheet.

**QUESTION 1**

You are working in X Hotel as a front desk agent. One fine day, a guest has come in and she wished to check out early because of an emergency cases.

As a front desk agent, you need to point out the procedure of early check out such as express check out and self-check out to the guest.

(10 marks)

**QUESTION 2**

The function of front office aside from targeting 100% guest room occupancy, they are also responsible in ensuring guest privacy and security when guests are staying in the hotel such as providing safe deposit box services.

Demonstrate the procedures when a guest wishes to use a safe deposit box at the lobby.

(10 marks)

**QUESTION 3**

The purpose of the night auditor includes, but is not limited to, ensuring the accuracy of all financial information and gathering all needed paperwork to complete the audit. This will include pulling any or all checked-out guests' registration cards and making sure guests are checked out in the system.

Identify categories of reports that should be prepared by night audit team.

(10 marks)

**[30 MARKS]**

**END OF QUESTION PAPER**