



**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

**COURSE NAME : MANAGING FRONT OFFICE
OPERATION**

COURSE CODE : DHM3133

EXAMINATION : MEI 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 **FIVE(5)** questions.

Answer ALL in Objective Answer Paper.

1. Which one 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

2. Competitive set would be call to set room rate in _____ method
 - A. market control
 - B. hubbart formula
 - C. market tolerance
 - D. cost rate formula

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

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. 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
6. **The room is not used for the entire night, and commonly offered at airport hotels**
What kind of this rate?
- A. Rack rate
 - B. Special rate
 - C. Half day rate
 - D. Discounted rate
7. What is **tourist** definition?
- 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
8. Which report is use to record seroius situation occur during night shift as well as to supplement the MOD report?
- A. Incident report
 - B. In-house report
 - C. Credit limit report
 - D. Occupancy report

9. 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
10. 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
11. Gaming, trade shows and study trips are categorized in _____ sector.
- A. attraction
 - B. conferences
 - C. adventure tourism
 - D. transportation service
12. 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
13. Posting guest charges, accepting payment on guest accounts and closing the shift are the duties of _____
- A. accountant
 - B. night auditor
 - C. front office cashier
 - D. guest service agent

14. 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
15. Ignored requests for additional supplies is an example of _____ complaint.
- A. unusual complaint
 - B. attitudinal complaint
 - C. mechanical complaint
 - D. service related complaint
16. What you should do when the walk-in guest cannot be accomodated?
- A. Throw away their luggage
 - B. Give the out of order room
 - C. Ask them to come tommorow
 - D. Suggesting the alternative hotels
17. The potential report used to uncover fraud and poor practices within the F&B outlets known as
- A. F&B audit report
 - B. F&B potential report
 - C. F&B In-house report
 - D. F&B purchasing report
18. What you should record in the form when accepting the message?
- A. The caller's telephone tag
 - B. The time message was received
 - C. The place where the caller available
 - D. The caller's identification card number

19. Registration and rooming functions takes place during the _____

- A. arrival stage
- B. enquiry stage
- C. check out stage
- D. reservation stage

20. What is skipper accounts?

- A. The charges for guaranteed reservation
- B. The back dated account which cannot be settle
- C. The departed guest who personel check where reuturned unpaid
- D. The account for guest who left the hotel without settling their account

[20 MARKS]

PART B

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

Answer ALL questions in Answer Booklet.

QUESTION 1

Define hotel

(2 Marks)

QUESTION 2

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

(3 Marks)

QUESTION 3

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

(5 Marks)

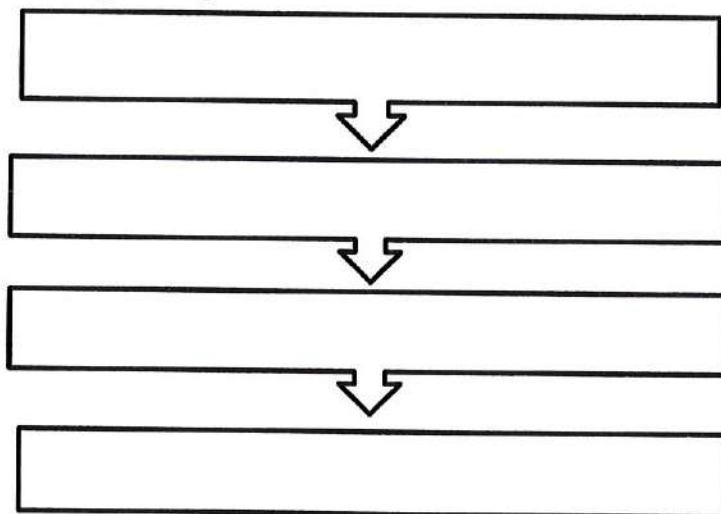
QUESTION 4

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

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

(2 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)** types of reservation

(2 Marks)

QUESTION 14

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

(3 Marks)

QUESTION 15

Illustrate the room view below

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

(3 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

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

[10 marks]

QUESTION 2

The departure stage of the guest cycle involves several procedures designed to simplify check-out and account settlement. Identify **Ten (10)** procedures of departure.

[10 marks]

QUESTION 3

Adam wants to make a family reunion at Telok Aman Resort for three nights and two days. He already makes a reservation at the hotel. He books ten rooms for his family. On the day he arrives, you are working as a front desk agent. Briefly explain the procedure of handling group check in.

[10 marks]

[30 MARKS]

END OF QUESTION PAPER

