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**KOLEJ YAYASAN PELAJARAN JOHOR  
FINAL EXAMINATION**

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**COURSE NAME : MANAGING FRONT OFFICE  
OPERATION**

**COURSE CODE : DHM3133**

**EXAMINATION : APRIL 2019**

**DURATION : 3 HOURS**

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**INSTRUCTION TO CANDIDATES**

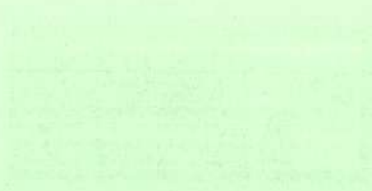
1. This examination paper consists of **THREE (3)** parts :
  - PART A (20 Marks)
  - PART B (50 Marks)
  - PART C (30 Marks)
  
2. Candidates are not allowed to bring any material to the examination room except with the permission from the invigilator.
  
3. Please check to make sure that this examination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

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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*



REQUIREMENTS FOR AGRICULTURAL  
FINAL EXAMINATION

- 1. AGRICULTURAL
- 2. OPERATIONS
- 3. CHEMISTRY
- 4. PHYSICS
- 5. MATHEMATICS
- 6. ENGLISH
- 7. HISTORY
- 8. SCIENCE
- 9. ARTS
- 10. PE

LIST OF CANDIDATES

NAME OF CANDIDATE

Roll number of candidates to be entered in the list should be given with the  
name of the candidate.

The list of candidates should be submitted to the Controller of Examinations  
on or before the date mentioned below.

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This examination paper consists of 50 questions. Please refer to the page

of the question paper for the duration of the examination.

**PART A**

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

Answer **ALL** questions in the Objective Answer Paper.

1. 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.

2. Gaming, trade shows and study trips are categorized in

\_\_\_\_\_ sector.

- A attraction
- B conferences
- C adventure tourism
- D transportation service

3. 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

4. Which is a historical factor affecting the determination of availability and occupancy?

- A Early Departure.
- B Negative Impact.
- C Skipper Account.
- D Group Reservation.

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5. An ignored request for additional supplies is an example of \_\_\_\_\_.
- A unusual complaint
  - B attitudinal complaint
  - C mechanical complaint
  - D service related complaint
6. Who is a concierge?
- A Person handled guest luggage and escort guests to their room.
  - B Person registers guest and maintains room availability information.
  - C Person that responds to reservation requests and create reservation record.
  - D Person provides direction to guest, book ticket and arranges transportation to guest.
7. Which of the following is related to 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 is a bed and breakfast meal plan?
- A A room rate with no meals.
  - B A room rate includes three meals.
  - C A room rate that include full breakfast.
  - D Room rate combined with two meals only.

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9. Which is a telephone etiquette?
- A Smile while you on the phone.
  - B Apologize if you make mistakes.
  - C Interrupt when person on the line is complaining.
  - D Follow hotel procedure when taking an external call.
10. How to take a better message?
- A Using a technical word.
  - B By doodling at scrap paper.
  - C Note down on a message pad.
  - D Asking with the food in your mouth.
11. A confirmation slip is used to \_\_\_\_\_.
- A allocate room
  - B provide facilities
  - C guarantee a sale
  - D confirm a reservation
12. 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
13. Six Steps of registration process includes \_\_\_\_\_.
- A guest name
  - B issuance of key
  - C account settlement
  - D reservation confirmation

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14. 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.

15. What is skipper accounts?

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

16. 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

17. 'The room is not used for the entire night, and commonly offered at airport hotels'

What kind of rate is this?

- A Rack rate
- B Special rate
- C Half day rate
- D Discounted rate

18. Competitive set would be called to set room rate in \_\_\_\_\_ method.

- A market control
- B hubbart formula
- C market tolerance
- D cost rate formula

19. Which of the following shift is probably a night audit shift?

- A 1400 to 2300
- B 1900 to 0100
- C 2300 to 0700
- D 0100 to 0900

20. Which report is used to record serious situation occurring 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.

[20 MARKS]

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## PART B

This part contains **TEN (10)** questions.Answer **ALL** questions in the Answering Booklet.

## QUESTION 1

Identify **three (3)** steps of emergency procedures when dealing with drunken guest.

(3 Marks)

## QUESTION 2

Give **four (4)** tones of voice in telephone skill.

(4 Marks)

## QUESTION 3

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

(4 Marks)

## QUESTION 4

Give **four (4)** steps of guest cycle.

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graph TD; A[i)] --> B[ii)]; B --> C[iii)]; C --> D[iv)];
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(4 Marks)



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**QUESTION 5**

List eight (8) room views of hotel.

(8 Marks)

**QUESTION 6**

Identify four (4) categories of guests' complaints.

(4 Marks)

**QUESTION 7**

Describe six (6) ways you should do when dealing with difficult callers.

(6 Marks)

**QUESTION 8**

List seven (7) disabled access configuration may include in room.

(7 Marks)

**QUESTION 9**

Identify three (3) steps to check in a handicapped guest.

(3 Marks)

**QUESTION 10**

Give seven (7) functions of traditional front office.

(7 Marks)

**[50 MARKS]**

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**PART C**

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

Answer **ALL** questions in the Answering Booklet.

**QUESTION 1**

The most important result of the reservation process is having a guestroom ready and waiting when the guest arrives. Reservation records identify guest and their occupancy needs before the guest arrival. These records enable the hotel to personalize guest service and more accurately schedule staff.

Determine **ten (10)** details of reservation record.

(10 Marks)

**QUESTION 2**

Ahmad wants to make a family reunion at Pantai Irama 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.

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

(10 Marks)

**[30 MARKS]**

**END OF QUESTION PAPER**