

**FINAL**  
Examination Paper

(COVER PAGE)

Session : April 2016

Programme : Diploma In Hotel Management (DHMN)

Course : DHM1103 : Front Office Operation and Management

Date of Examination : July 26, 2016 (Tuesday)

Time : 2:00 pm – 4:00 pm Reading Time: Nil

Duration : 2 Hours

Special Instructions :

**Section A: THIRTY (30) Multiple Choice questions. Answer ALL the questions.**

**Section B: Short answer questions. Answer ALL the questions.**

**IMPORTANT NOTE : THIS PAPER SHOULD NOT BE TAKEN OUT OF THE EXAMINATION HALL**

Materials permitted :  
Nil

Materials provided :  
OMR Sheets

Examiner (s) : Chef Shazeel Ali Sardar Ali

Moderator : Dr Rozila Ahmad

*This paper consists of 8 printed pages, including the cover page.*

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)  
DHM1103: FRONT OFFICE OPERATION AND MANAGEMENT  
FINAL EXAMINATION: APRIL 2016 SESSION

**Section A (30 marks)**

**Instructions:** This section consists of **THIRTY(30)** questions. Answer **ALL** questions in the **OMR** sheet provided.

1. Rooms Division consists of elements below **except**:
  - A. Front Office
  - B. Housekeeping
  - C. Engineering
  - D. Kitchen
  
2. Front Office job responsibilities will be:
  - A. Provide uniform for all staff
  - B. Deal with Lost and Found
  - C. Select the contractors and ensure quality work
  - D. Handle guest check in and check out
  
3. Front Office areas of responsibilities is:
  - A. Reception
  - B. Concierge
  - C. Reservation
  - D. All the above
  
4. Front Office staff can be divided into 3 categories **except**?
  - A. Resident Manager
  - B. Supervisory
  - C. Rank and File
  - D. Management
  
5. Below are the Duty Manager job responsibilities **except**:
  - A. Handle guest inquiries
  - B. Prepare breakfast for guest
  - C. Organize, supervise, and coordinate work to all
  - D. None of the above

6. Front Office personal attribute consists of:
  - A. Pleasant personality
  - B. Good Communication skills
  - C. Punctuality
  - D. All of the above
  
7. Front Office Job Description covers:
  - A. Job Profile
  - B. Scope of Work
  - C. Hours of work
  - D. All of the above
  
8. Below are the lists of Job Specification for Front Office employee **except**:
  - A. Educational Qualification
  - B. Salary
  - C. Age Limit
  - D. Language Skills
  
9. What does a room meant to a guest who stays in a hotel?
  - A. Comfort
  - B. Privacy
  - C. Cleanliness and Hygiene
  - D. All the above
  
10. Hotel can be classified according to which of these criteria?
  - A. Price and Function
  - B. Location and market segment
  - C. Distinctiveness of style
  - D. All above
  
11. On the basis of location, hotels are the following types:
  - A. Downtown Hotel
  - B. Resort
  - C. Airport Hotel
  - D. All of the above

12. A term for Day Use?
- A. Guest check in without a reservation
  - B. Guest uses room for half a day
  - C. Guest makes a reservation and failed to arrive
  - D. None of the above
13. Front Office department consists of:
- A. Operator
  - B. Bell Service
  - C. Business Centre
  - D. All of the above
14. As Front Office Manager in a 5 star hotel. Who do you reports to?
- A. Rooms Division Manager
  - B. Resident Manager
  - C. Front Office Manager
  - D. None of the above
15. Continental plan includes:
- A. Rooms Only
  - B. Rooms and Lunch
  - C. Rooms and Breakfast
  - D. Rooms Lunch and Dinner
16. When a guest called and request for an adapter, who shall you inform?
- A. Engineering
  - B. Security
  - C. Front office
  - D. Housekeeping
17. Front Office Department communicates with:
- A. Security Department
  - B. Human Resource Department
  - C. Both of the above
  - D. None of the above

18. Data for the pre-filling of guest registration card is obtained from:
- A. Reservation Form
  - B. Registration Card
  - C. Guest Folio
  - D. None of the above
19. After every check in, front desk carries out which of the following activities?
- A. Updating Room Status
  - B. Preparing arrival notification slip
  - C. Creating Guest Folio
  - D. None of the above
20. A guest may choose the following mode of payment to settle his bills:
- A. Cash
  - B. Credit Card
  - C. Debit Card
  - D. All the above
21. Which one of the following is generally not accepted as a mode of payment in a hotel?
- A. Personal Cheque
  - B. Company Cheque.
  - C. Debit Card.
  - D. Traveler Cheque.
22. A guest bill is called?
- A. Hotel Bill
  - B. Guest Folio
  - C. Hotel Receipt
  - D. Hotel notification slip
23. A night auditor carries out the following function:
- A. Ensure the accuracy of various accounts
  - B. Reconciles all financial transactions
  - C. Monitors house limit
  - D. All the above

24. Occupancy percentage is the ratio of the number of rooms sold to?
- A. Total number of saleable rooms
  - B. Total number of rooms
  - C. Total number of rooms occupied
  - D. All the above
25. Which of the following reports are generated by the night auditor?
- A. Guest Arrival Report
  - B. Occupancy Percentage Report
  - C. Credit Limit Report
  - D. All of the above
26. The Front Office Sections consists of how many departments:
- A. 5
  - B. 6
  - C. 7
  - D. 8
27. The hotel may have the following types of keys **EXCEPT**:
- A. Guest Room Key
  - B. Floor Master Key.
  - C. Emergency Room Key.
  - D. Grand Master Key
28. A Job Description for a Bellman will be?
- A. Assisting guest with the luggage
  - B. Distribute newspaper to guest rooms.
  - C. Prepare of event board signage.
  - D. All the above.
29. Rev-par stands for?
- A. Revenue Percentage.
  - B. Actual revenue room.
  - C. Revenue per available room
  - D. Renewal per guest.

30. ARR Stands for?

- A. All Day Rate.
- B. Average Room Rate.
- C. Actual Daily Rate.
- D. All the above

**Section B (70 marks)**

**Instructions:** Answer ALL questions.

**Question 1**

Lists TEN (10) departments in a 5 star hotel?

(10 marks)

**Question 2**

List TEN (10) job duties of Reservation Assistant?

(10 marks)

**Question 3**

Discuss FIVE (5) why communication is important in a Hotel?

(10 marks)

**Question 4**

Define the following terms:

- (a) Rack Rate
- (b) Corporate Rate
- (c) Government Rate
- (d) Promotional Rate
- (e) Airline Rate

(10 marks)

**Question 5**

Explain FIVE (5) check in procedures for a group check in?

(10 marks)

**Question 6**

When guests wish to exchange the currency of their country to Ringgit Malaysia, what will be the procedures applied? List **TEN (10)**.

(10 marks)

**Question 7**

What do you understand by the term Night Audit?  
Why is it known as "Night Audit".

(5marks)

(5 marks)

**-THE END-**  
*DHM1103()April2016*