



**FINAL**  
Examination Paper

(COVER PAGE)

Session : August 2015

Programme : Diploma In Hotel Management (DHMN/DHM)

Course : DHM1103 : Front Office Management

Date of Examination : 10<sup>th</sup> December 2015 (Thursday)

Time : 5:00pm – 7:00pm Reading Time: Nil

Duration : 2 Hours

Special Instructions :

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

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

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

Materialspermitted :  
Nil

Materials provided :  
OMR Sheets

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DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN/DHM)  
DHM1103: FRONT OFFICE MANAGEMENT  
FINAL EXAMINATION: AUGUST 2015 SESSION

**Section A: Multiple Choice Question (30 marks)**

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

1. Below are the lists of hotel classification as according to the size **EXCEPT** \_\_\_\_\_.
  - A. Small
  - B. Average
  - C. Medium
  - D. Large
  - E. Mega
  
2. The main reason as to why management salaries increase as the number of rooms increases is \_\_\_\_\_.
  - A. The number of expatriates to hirer is greater to fill the management positions.
  - B. More rooms means higher star-rating, which means higher salaries.
  - C. The ratio of staff needed also increases to follow the standard staff to room ratio of 2.5 staffs to 1 guest room.
  - D. More rooms mean more complex services, facilities and specialized management positions to be provided.
  - E. None of the above.
  
3. This type of lodging facilities 'Offers limited range of services, with a typical size of 10 – 50 units, located at highways or airports, near to a F & B establishment'.
  - A. Limited-Service Hotels
  - B. Full-Service Hotels
  - C. Extended-Stay Hotels
  - D. Mid-market Service Hotels
  - E. All-Suites Hotels

4. This type of lodging facilities 'Offers 2 or more rooms together with limited food & beverage facilities and complimentary receptions and/or breakfasts for all'.
  - A. Limited-Service Hotels
  - B. Full-Service Hotels
  - C. Extended-Stay Hotels
  - D. Mid-market Service Hotels
  - E. All-Suites Hotels
  
5. The term 'ROH' is referring to \_\_\_\_\_.
  - A. Roll out hospitality
  - B. Recreation on hospitality
  - C. Revenue on hold
  - D. Run of the house
  - E. Revenue of the house
  
6. "Occupied, vacant and ready" are all room statuses in the state of \_\_\_\_\_.
  - A. State of readiness
  - B. State of cleanliness
  - C. State of exception
  - D. State of reservation
  - E. State of occupancy
  
7. The person responsible for the operation and maintenance of the hotel building is \_\_\_\_\_.
  - A. Executive Housekeeper
  - B. Human Resources Director
  - C. Engineering Manager
  - D. Front Office Manager
  - E. General Manager
  
8. The person responsible for the general upkeep of all areas in the hotel building as well as guest room inventory control is \_\_\_\_\_.
  - A. Executive Housekeeper
  - B. Human Resources Director
  - C. Engineering Manager
  - D. Front Office Manager
  - E. General Manager

9. The term 'blocking' is referring to \_\_\_\_\_.
- A. Where guest charges are not able to be automatically posted to his/her folio
  - B. When a sale is pre-portioned upon verifying the guests credit card
  - C. Computerized form of performing the check-in process
  - D. When a specific room is reserved for specific guest
  - E. When a sales person commission is being put on hold
10. The term 'direct billing' is referring to \_\_\_\_\_.
- A. Where guest folios are directly sent to their billing address
  - B. When guest(s) are able to pay at a later date
  - C. Bills or charges that generates cash only
  - D. Charges that have been pre-paid upon arrival
  - E. Charges that are straight-forward (i.e. Room charge + taxes)
11. The term PMS is referring to \_\_\_\_\_.
- A. Means 'proper maintenance synergy' – a systematic approach towards the management of maintenance.
  - B. The terminology that is used to describe room management.
  - C. The management system of people as according to the skills and qualifications used by the human resources department.
  - D. Means 'purchase more systematically' – a technique that is used to control over purchase.
  - E. The generic term for applications of computer hardware and software that is used to manage a hotel.
12. The main role of Global Distribution System (GDS) is \_\_\_\_\_.
- A. To secure guest reservations made through Amadeus, Galileo, SABRE & World span.
  - B. To provide online support for reservations made on the net.
  - C. To allow interfacing for all hotel companies for networking purposes
  - D. To provide a methodology of finding the best room rates online.
  - E. To distribute rates according booking type

13. 'A worldwide organization that processes requests for room reservations at a particular member-hotel' is known as a \_\_\_\_\_.
- A. Franchising System
  - B. Distribution System
  - C. Referral System
  - D. Property Management System (PMS)
  - E. Central Reservation System (CRS)
14. The main importance of an 'Occupancy Percentage' to the management of a hotel is \_\_\_\_\_.
- A. Tells the GM the number of people staying overnight.
  - B. Provide the basis for calculating the rates to be sold for the next day.
  - C. Compiled on a daily basis it can reveal the success of the hotel in attracting guests to a particular property.
  - D. Allows staff to plan their leave or holidays as according to percentage.
  - E. Tells how much rooms sales the hotel is getting for the day end.
15. The term 'block-out period' is referring to \_\_\_\_\_.
- A. The tactic of controlling rates and maximizing yield during high demand periods by closing of certain dates to impose minimum length of stay.
  - B. The strategy of selling rooms with an additional surcharge on dates that has been 'blocked'.
  - C. The practice of closing certain dates for business for maintenance reasons.
  - D. To close-off the hotel for business during periods of low demand to minimize costs incurred and profit loss.
  - E. The duration of time when the hotel is closed temporarily for their renovation / refurbishment period.
16. The completion of the registration card is important because \_\_\_\_\_.
- A. It is a crucial part in the guest cycle process.
  - B. It is the requirement of the local jurisdiction.
  - C. It is the main source of guest information that needs to be transferred to the guest database history.
  - D. It verifies the guest's personal data and guarantees the guest's credit extension.
  - E. It will be used as part of the hotel's mail drop for marketing purposes.

17. If a hotel guest pays using a credit card which is then used through either one of the following way \_\_\_\_\_.
- A. Credit card validifier or reader
  - B. Credit card imprinter or validator
  - C. Credit card scanner or reader
  - D. PMS credit card validator or scanner
  - E. PMS credit card reader or imprinter
18. The 'paid-out slip' is referring to \_\_\_\_\_.
- A. The transfer of an amount of money from one account to another.
  - B. The charges incurred by guests in a hotel.
  - C. An authorized cash disbursement to an employee, supplier or guest.
  - D. Record of foreign currency exchange (money paid back).
  - E. None of the above
19. The 'miscellaneous charges' is referring to \_\_\_\_\_.
- A. Charges for guests that are not staying in the hotel
  - B. All types of charges that is directly related to the costs
  - C. Charges that will be transferred to the city ledger account
  - D. Charges that reflects the 6% GST and 10% Service Tax
  - E. Other charges that are not defined in the PMS
20. The 'late charges' is referring to \_\_\_\_\_.
- A. Today's charges that are posted after the closing business hour
  - B. Guest charges that might not be included because of posting delay
  - C. Additional charges that is incurred by guest at the end of their stay
  - D. Charges that is incurred by the hotel due to late requisition
  - E. None of the above
21. The importance of returning the hotel guest key during check-out is \_\_\_\_\_.
- A. As part of security measures for safety and financial investment control.
  - B. To avoid paying for the lost key charges and check-out embarrassment.
  - C. To ensure that keys are all accounted for upon closing.
  - D. To avoid duplication of the key.
  - E. To ensure that guest is indeed a hotel guest at the property.

22. The term 'night audit' is referring to \_\_\_\_\_.
- A. The 'graveyard shift' – from 11.00am to 7.00am.
  - B. The night receptionist's duty of check-in and check-out
  - C. The auditing process that is being done in the night time
  - D. The control process whereby the financial activity of guests' accounts is maintained & balanced.
  - E. Accounting that is done in the night time.
23. The term 'city ledger' is referring to \_\_\_\_\_.
- A. The Accounts Payable – the collection of money that is owed to others
  - B. The Accounts Receivable – the collection of non-guest accounts
  - C. The Accounts Collectible – the collection of banquet sales accounts
  - D. The account that tracks the money generated by credit or debit cards
  - E. The accounts that are under the local city's payment scheme.
24. The term 'par' in hotels is referring to \_\_\_\_\_.
- A. The cash float of a cashiers' in each shift
  - B. The slang-word use to refer to non-hospitality people
  - C. The process of blocking and-unblocking of rooms
  - D. The amount of items needed to maintain the operations of a hotel's department
  - E. The accounts that have overdue payment to the hotel
25. The term 'turndown service' in hotels is referring to \_\_\_\_\_.
- A. Refusing service for guests who are behaving unorderly
  - B. A service situation that has gone wrong
  - C. The end of day service by housekeeping to make the room inviting and warm
  - D. The service utilized by food and beverage staff before serving the final course of a meal
  - E. The switching off of lights after business hours by the night workers from 2am onwards

*The following five (5) questions are questions base on the Opera System. Kindly choose the best answer for each question.*

26. In the Opera System, under the Reservations tab, in order to include a guests request for pick-up and drop-off, you will have to utilize the \_\_\_\_\_.
- A. Add on button
  - B. Traces button
  - C. Rate info button
  - D. Special requests button
  - E. More Fields button
27. In the Opera System, under the Reservations tab, in order to make two room bookings under the same name, you will have to utilize the \_\_\_\_\_.
- A. Add on button
  - B. Traces button
  - C. Rate info button
  - D. Special requests button
  - E. More Fields button
28. In the Opera System, in order to make changes to the reservation, you will have to utilize the \_\_\_\_\_.
- A. Update reservations in the Reservations tab
  - B. New reservation in the Reservations tab
  - C. Profiles in the Reservations tab
  - D. In-house Guests in the Front Desk tab
  - E. Accounts in the Front Desk tab
29. In the Opera System, in order to make changes the managed the in-house guests; you will have to utilized the \_\_\_\_\_.
- A. Update reservations in the Reservations tab
  - B. Profiles in the Reservations tab
  - C. In-house Guests in the Front Desk tab
  - D. Accounts in the Front Desk tab
  - E. Occupancy graph in Rooms Management tab

30. In the Opera System, in order to post charges into a folio, you will have to utilize the \_\_\_\_\_.
- A. Miscellaneous tab
  - B. Reservations tab
  - C. Front Desk tab
  - D. Rooms Management tab
  - E. Billing tab

**Section B: Answer ALL questions. (70 marks)**

**Question 1**

Discuss the role of the Front Office in a hotel.

(10 marks)

**Question 2**

Discuss the duties and responsibilities of the Front Office Manager.

(10 marks)

**Question 3**

Illustrate FIVE (5) importance of communication in front office department.

(10 marks)

**Question 4**

What do you understand by a meal plan? Explain different meal plans offered by hotels?

(10 marks)

**Question 5**

What do you understand by centralized reservation system?

(10 marks)

**Question 6**

Explain the flow of registration process?

(10 marks)

**Question 7**

Explain the procedures for handling left luggage in the hotel?

(10 marks)

**-THE END-**

