

FINAL

ALTERNATIVE ASSESSMENT

(COVER PAGE)

Session : August 2020

Programme : Diploma In Hotel Management (DHMN)

Course : DHM1103 : Front Office Management

Date of Examination : December 18, 2020 (Friday)

Time : 8:00 am – 11:00 am Reading Time : Nil

Duration : 3 Hours

Special Instructions :

Answer ALL the questions. Write ALL your answers in the foolscap papers.

Material permitted : NIL

Materials provided : NIL

Examiner(s) : Ng Han Jing & Shazeel Ali Sardar Ali

Chief Moderator : Mr Jeff Lim Chan Wei

*This paper consists of **2** printed pages, including the cover page*

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DHM1103: FRONT OFFICE MANAGEMENT
FINAL ALTERNATIVE ASSESSMENT: AUGUST 2020 SESSION

Scenario Questions (100 marks)

Instructions: There are **TWO (2)** questions provided. You are required to answer **ALL** the questions. Write your answers in an essay form with minimum of 300 words.

1. Erica checked in with a Master credit card which was correctly authorized. During her stay, she used her Master credit card for the payment of her spa and charged the expenses to her room total payment. She realized that the credit balance in her credit card is not sufficient enough to make payment for her room. Upon checking out the next day, she requested to pay her room half by cash and half by credit card.

Explain how you would help Erica with her request. Explain the procedures involved in handling with Erica's check-out process. (50 marks)

2. Aiman is the Front Desk Attendant in Jasmine Hotel. He was on his personal call using the Front Desk's phone when a guest arrived. He acknowledged the guest by nodding his head and continue his phone conversation for about 5 minutes, then ended his call.

The guest waited for him to complete his call by crossing her hands. During the process of checking-in, Aiman was paying more attention to his computer screen while having a small talk with the guest. At the end of the check-in process, the guest requested information on the business facilities provided in the hotel.

Discuss where Aiman went wrong in this scenario. Explain how Aiman could help the guest with her business facilities information requests, while maximizing the revenue of the hotel. (50 marks)

-THE END-

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