

**FINAL**  
Examination Paper

(COVER PAGE)

Session : April 2017

Program : Diploma In Hotel Management (DHMN)

Course : **DHM1103: Front Office Management**

Date of Examination : August 5, 2017 (Saturday)

Time : 8:00 am – 10:00 am 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**

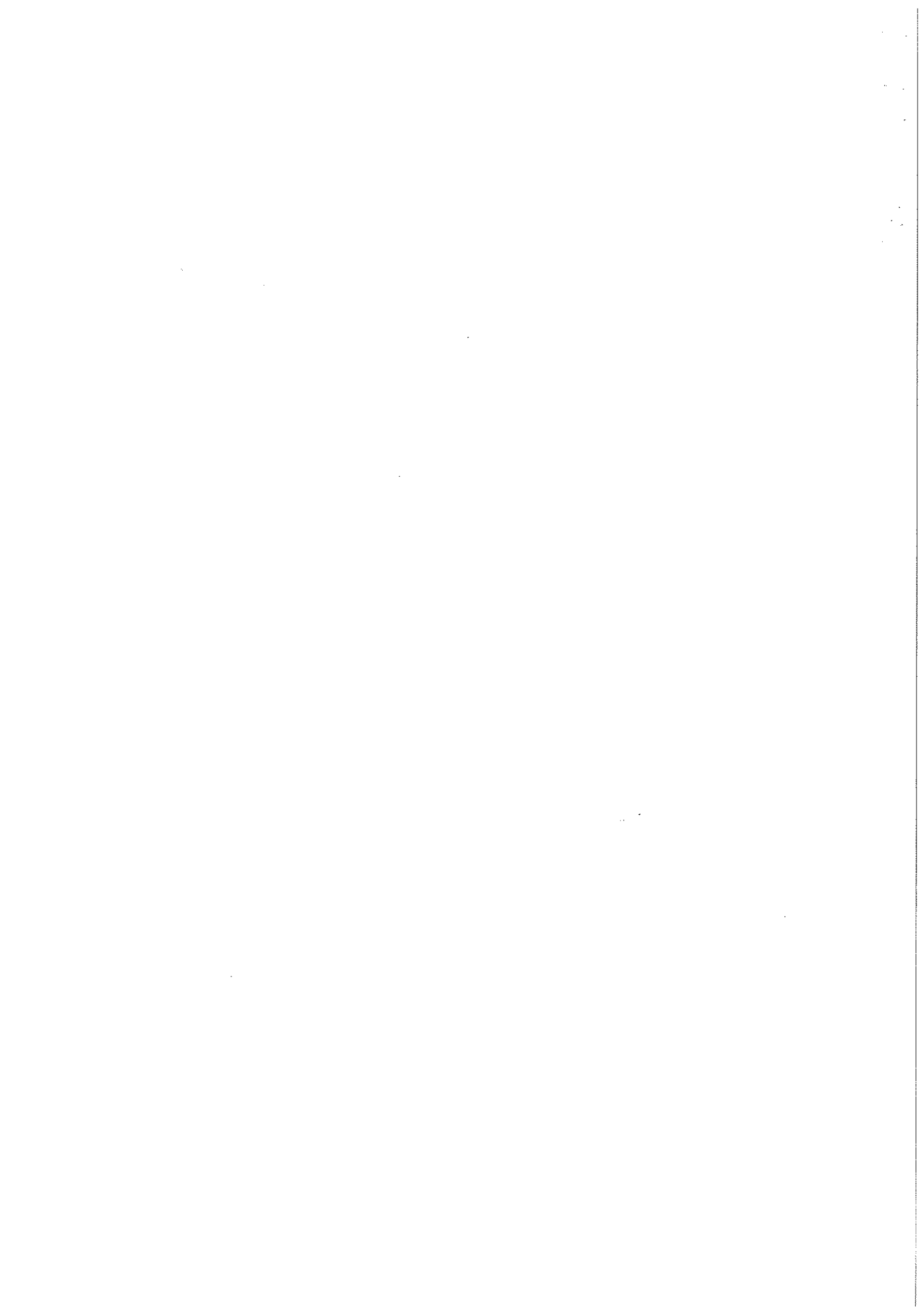
Materials permitted :

Materials provided :

**OMR Sheets**

Examiner (s) : Ms Siti Nur Binti Ahmad Kamaruddin, Chef Shazeel Ali Sardar Ali

Moderator : Dr Rozila Ahmad

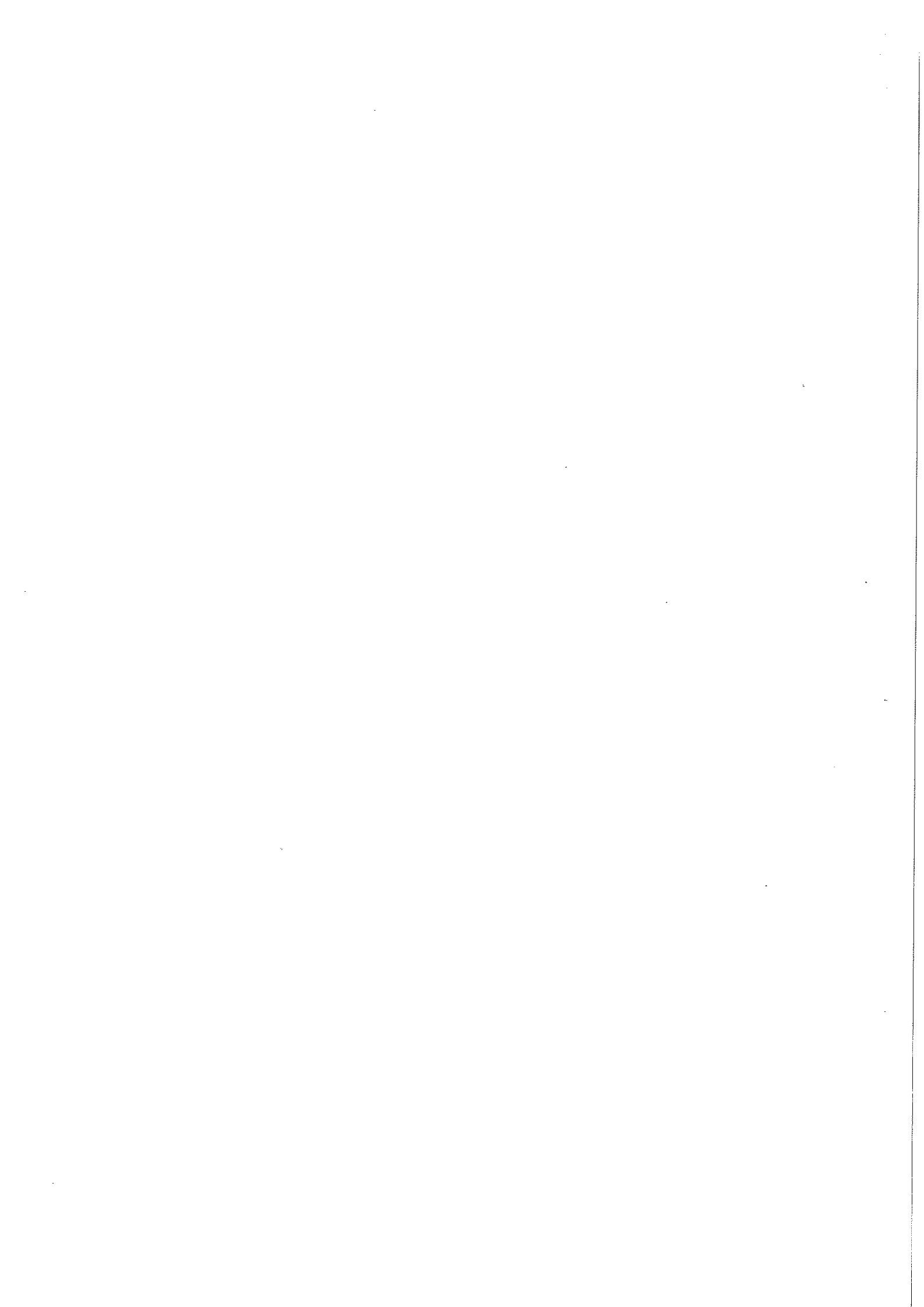


DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)  
DHM1103: FRONT OFFICE MANAGEMENT  
FINAL EXAMINATION: APRIL 2017 SESSION

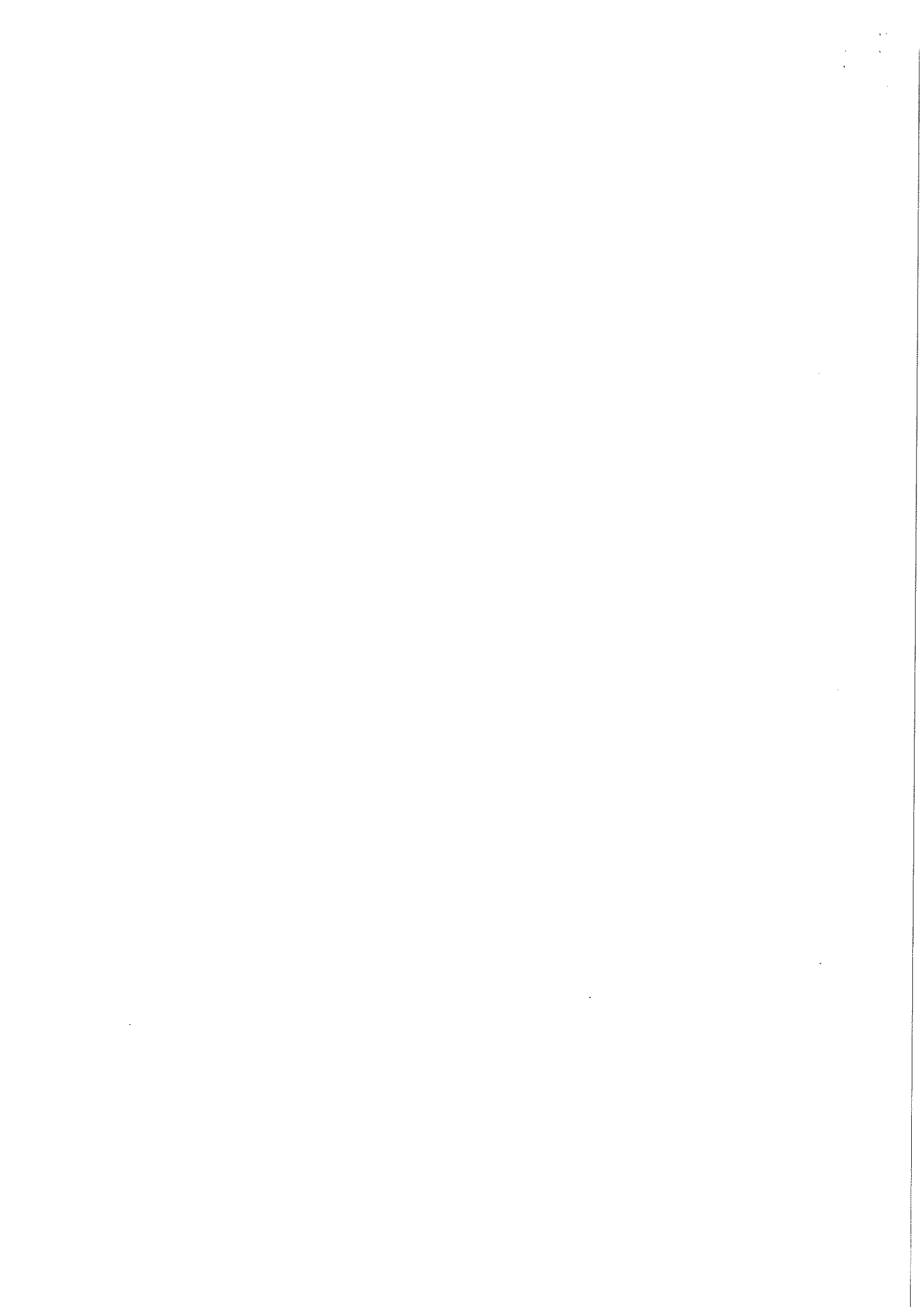
**Section A : Multiple Choice Question (30 marks)**

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

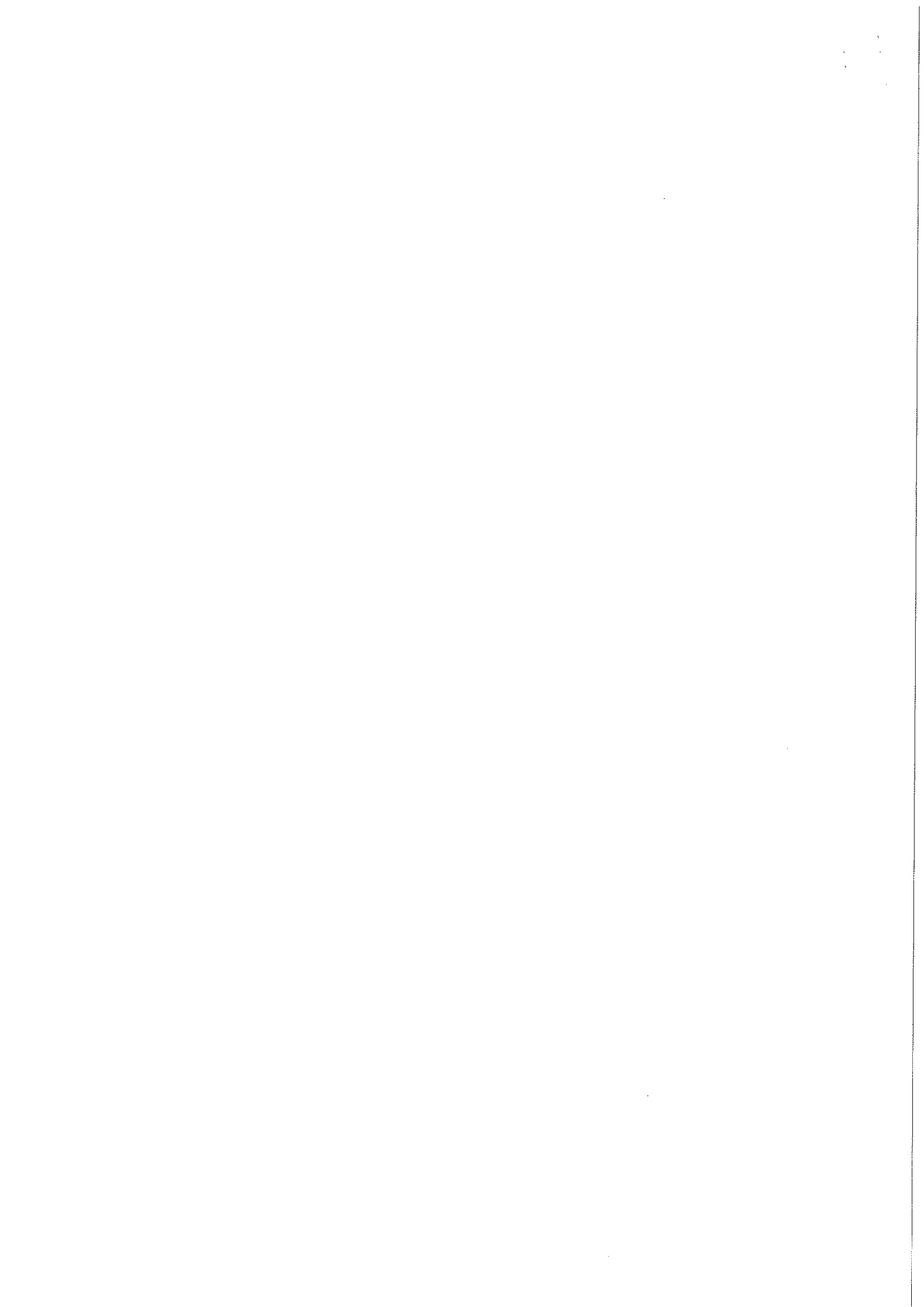
1. A sub-division in Front Office department that has the first contact with the guest:
  - A. Cashier
  - B. Reception
  - C. Concierge
  - D. Business Center
  
2. When a guest complaint about warm air-conditioning in the room to a front officer, the message is transferred to the \_\_\_\_\_ department.
  - A. Maintenance
  - B. Housekeeping
  - C. Public Relation
  - D. Food and Beverage
  
3. A type of reservation that uses credit card for a security purpose is known as:
  - A. Deposit
  - B. Upfront
  - C. Non- Guaranteed
  - D. Credit card guarantee
  
4. The term 'block' refers to:
  - A. When a specific room is reserved for specific guest
  - B. Computerized form of performing the check-in process
  - C. When a sale is pre-portioned upon verifying the guests credit card
  - D. Where guest charges are not able to be automatically posted to his/her folio
  
5. A type of room with separate living and bedroom is known as:
  - A. Double Room
  - B. Twin Room
  - C. Studio Suite
  - D. Junior Suite



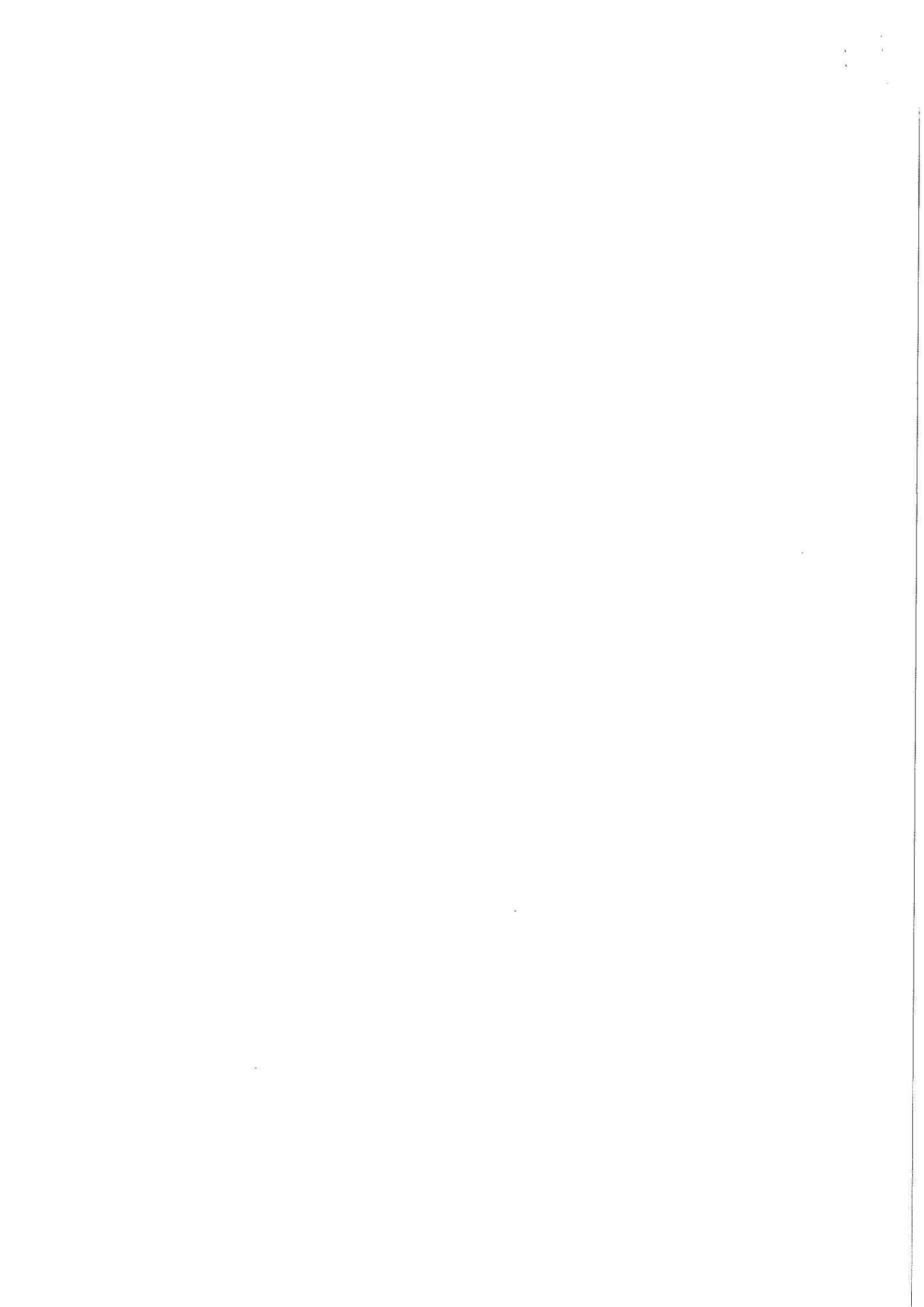
6. The abbreviation of PMS can be understood as:
  - A. The terminology that is used to describe room management.
  - B. Proper Maintenance Synergy – A systematic approach towards the management of maintenance.
  - C. Proper Management Skill - The generic term for applications of computer hardware and software, that is used to manage a hotel.
  - D. Property Management System - The management system of people as according to the skills and qualifications used by the human resources department.
  
7. When a room promotion is not available for sale during a certain period, it is known as:
  - A. No sale
  - B. Cut-Out date
  - C. Block-Out period
  - D. Preventive Maintenance
  
8. Which below is an example of a miscellaneous charge in a guest account?
  - A. 6% GST
  - B. Room charge
  - C. 10% Service Tax
  - D. Dinner at Ravioli Restaurant
  
9. A sub-division of the Front Office department which operates at the back of the house.
  - A. Concierge
  - B. Reservation
  - C. Business Center
  - D. Executive Lounge
  
10. The yield management is a variable pricing strategy that aims to maximize \_\_\_\_\_.
  - A. cost
  - B. revenue
  - C. occupancy
  - D. room price
  
11. Sales and marketing department uses guest profile history to perform the following **EXCEPT** to:
  - A. cancel booking
  - B. invite return guest for special events
  - C. persuade into loyalty program with the hotel
  - D. persuade into corporate or group booking scheme



12. If a room has a defect that cannot be repaired within 3 days, the room status should be:
- A. VD
  - B. VC
  - C. OOS
  - D. OOO
13. A personnel whose job to translate languages and escort VIP guest is:
- A. Guest Relation Service Officer
  - B. Duty Manager
  - C. Cashier
  - D. Bellboy
14. The end of day process will produce report which then be handover to:
- A. General Manager
  - B. Finance department
  - C. Executive housekeeper
  - D. Sales and Marketing Manager
15. PABX is an integration of system performing the below functions **EXCEPT**:
- A. Computer system
  - B. Telephone calls
  - C. Messaging
  - D. Minibar
16. The daily occupancy percentage of a hotel is determined by subtracting the total number of rooms sold by:
- A. the seat turnover
  - B. the room turnover
  - C. the total number of rooms
  - D. the total number of meeting rooms sold
17. If a room category is fully sold and not available during check-in, but there are still room of other category, a front officer must:
- A. upsell the rooms
  - B. upgrades the room complimentary
  - C. tell the guest to go to another hotel
  - D. tell the guest there is no more rooms available



18. A hotel may use \_\_\_\_\_ in order to save time for check-in and to reduce guests from queuing in long line.
- A. ATM Machine
  - B. PABX System
  - C. FCS Engineering
  - D. Kiosk Self Check-In
19. A technique used to maximize revenue by combining occupancy percentage and average daily rate into single statistics is known as:
- A. RevPAR
  - B. Rate Spread
  - C. Revenue Management
  - D. Multiple Occupancy Percentage
20. Which below is the risk of upgrading guests to a higher category rooms during a peak season?
- A. Hotel will not have enough room
  - B. No standby mock up room
  - C. Dissatisfied guest
  - D. None of the above
21. Which below is **NOT** one of the origin of reservations in PMS Opera?
- A. Email
  - B. In person
  - C. Telephone call
  - D. Secretarial Services
22. *Dead move* refers to the process of:
- A. escorting guest to the room.
  - B. delivering guest's request to the room.
  - C. moving a guest from one room to another room.
  - D. pre-assigning a room for a guest before their arrival and it cannot be change.
23. A concierge personnel will refer to the \_\_\_\_\_ to direct guest to the ongoing in-house event.
- A. POS
  - B. BEO
  - C. PMS
  - D. Opera



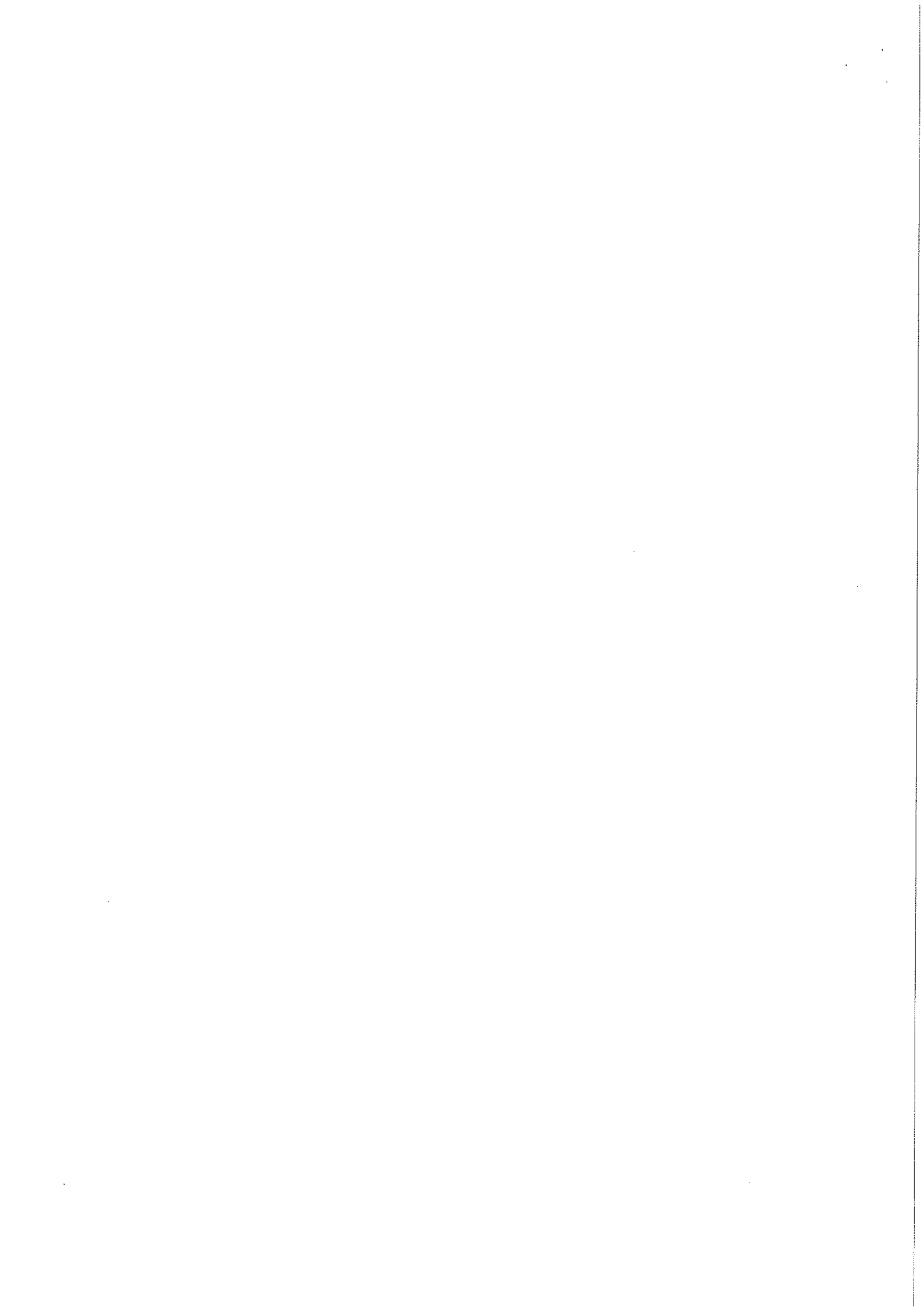
24. Late departure is a term used to describe a guest who \_\_\_\_\_.
- A. checks out earlier than the arranged date
  - B. checks out at a time after 1600 hours
  - C. extended their stay to a later date
  - D. checks out before 1600 hours
25. According to industry standard, what is the duration for a receptionist to perform walk-in activities?
- A. less than 20 minutes.
  - B. less than 10 minutes.
  - C. 5 minutes.
  - D. 1 minute.
26. The main responsibility of a Duty Manager is to:
- A. escorting guest to the room.
  - B. delivering guest's request to the room.
  - C. pre-assigning a room number to a guest.
  - D. handling guest complaints and authorize service recovery
27. Which of the following scenario is the best example of a risk of failing to report DND rooms on time?
- A. A skipper who leaves the hotel without paying.
  - B. A sick guest in dire need for medical attention.
  - C. Terrorist preparing attacks.
  - D. All of the above.

28.

<b>Total Room Revenue</b> <hr style="width: 50%; margin: 0 auto;"/> <b>No. of Rooms Sold</b>
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The above formula is used for the calculation of:

- A. RevPAR
- B. daily occupancy percentage
- C. multiple occupancy percentage
- D. average occupancy percentage



29. During high season, a revenue manager can utilize the below strategy to maximize room revenue by:
- i. designing flexible rate to transient travelers
  - ii. accepting walk-ins and promote BAR rate
  - iii. monitor group booking closely
  - iv. utilizing overbooking
- A. iii and iv only
  - B. i, ii and iii only
  - C. ii, iii and iv only
  - D. none of the above.
30. What are the benefits of using Property Management System such as Opera in the Front Office department?
- i. To keep track of the guest history.
  - ii. To ease the workload of front office
  - iii. To communicate with other departments.
  - iv. To integrate the system to whole hotel use.
- A. i and iii only
  - B. i, ii and iii only
  - C. ii, iii and iv only
  - D. All of the above.

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

**Question 1**

Explain the terms below:

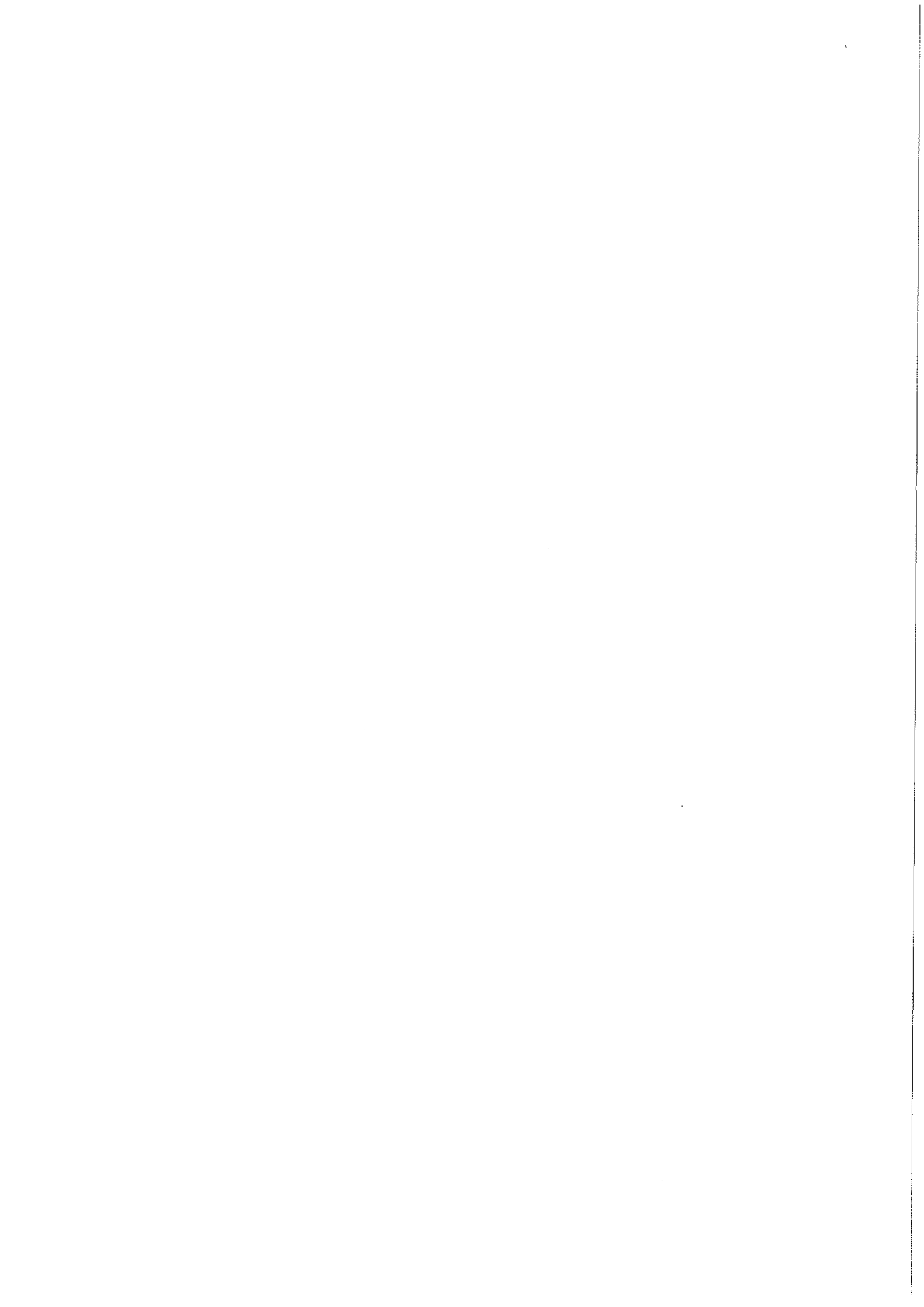
- (a) Blacklist
- (b) Overstay
- (c) Downgrade
- (d) Overbooking
- (e) Tentative booking

(10 marks)

**Question 2**

Highlight FIVE (5) job responsibilities of a Night Auditor.

(10 marks)



**Question 3**

Describe **FIVE (5)** types of room rates found in Opera System.

(10 marks)

**Question 4**

Front Office department plays a vital role in safety and security of occupying guests. Provide **FIVE (5)** security measures in Front Office department.

(10 marks)

**Question 5**

During a busy weekend, if one room category is not available, Front Office Agent usually will need to suggest sell other category rooms. Describe **FIVE (5)** ways to suggest selling.

(10 marks)

**Question 6**

In order to control revenue during high and low season, the Revenue Manager will usually plan ways to increase probability to increase sales by promoting in house products.

a) Other than rooms, give **FIVE (5)** other revenue opportunities found in a hotel.

(5 marks)

b) Suggest **FIVE (5)** skills a good revenue manager should possess.

(5 marks)

**Question 7**

A guest arrives at the reception claiming that he has a reservation made under his name. However, you are not able to locate the reservation. The guest reassure that he had a reservation but forgot the confirmation number. Explain **FIVE (5)** potential problems in reservation you are facing.

(10 marks)

**-THE END-**

