



FINAL
Examination Paper

(COVER PAGE)

Session : August 2014

Programme : Diploma In Hotel Management (DHM)

Course : DHM1103 : Front Office Management

Date of Examination : December 11, 2014 (Thursday)

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

Materialspermitted :
Nil

Materials provided :
OMR Sheets

Examiner (s) : Mr Shazeel Ali bin Sardar Ali

Moderator : Dr Rozila Ahmad

INTI INTERNATIONAL COLLEGE SUBANG

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DHM1103: FRONT OFFICE MANAGEMENT
FINAL EXAMINATION: AUGUST 2014 SESSION

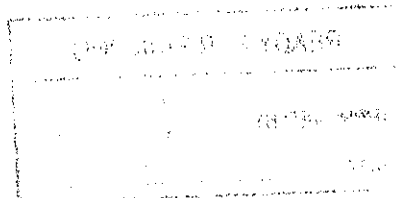
Section A : Multiple Choice Question (30 marks)

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

1. Hotels can be classified on the basis of :
 - A. Location
 - B. Size
 - C. Level of Service
 - D. Star Rating
 - E. All of the above

2. Which plan is also known as demi-pension?
 - A. Continental Plan
 - B. American Plan
 - C. Modified American Plan
 - D. Bermuda Plan
 - E. European Plan

3. A room having separate living and bedroom is known as?
 - A. Double Room
 - B. Suite
 - C. Twin Room
 - D. Hollywood Twin Room
 - E. Apartment

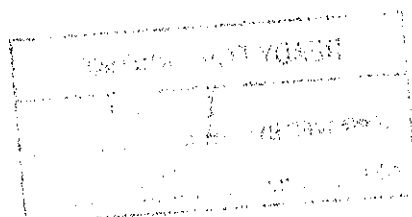


4. Verbal form of communication includes:
 - A. Telegram
 - B. Telex
 - C. Telephone Conversation
 - D. Email
 - E. All the above

5. Data for pre-filling of guest registration card is obtained from :
 - A. Reservation Form
 - B. Guest History Card
 - C. Both
 - D. Passport
 - E. None of the above

6. 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. Preparing for check out
 - E. All the above

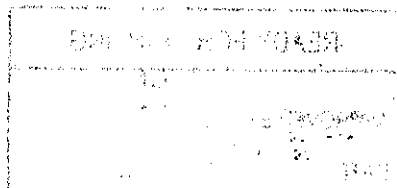
7. The request for check-out from the guest may be at?
 - A. Reception
 - B. Concierge
 - C. Cashier
 - D. Business Centre
 - E. Reservation



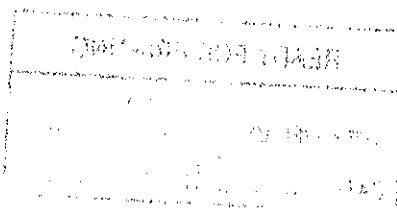
8. Which of the following activities are carried out at the time of check-out?
- A. Settlement of guest account
 - B. Updating front office records
 - C. Creating long lasting impression on the guest
 - D. Checking minibar activities
 - E. All of the above
9. A Night Audit process includes:
- A. Establishment of the end of the day
 - B. Verification of all accounts
 - C. Posting of room charges in guest folio
 - D. Checking rate discrepancy report
 - E. All the above
10. Which of the following reports are generated by the night auditor?
- A. High Balance Report
 - B. Occupancy percentage report
 - C. Both
 - D. Guest Folio
 - E. None
11. Occupancy percentage is the ratio of the number of room sold to :
- A. Total number of saleable rooms
 - B. Total number of rooms
 - C. Total number of occupied rooms
 - D. Total number of Out Of Order Rooms
 - E. None of the above
12. The hotel may have the following types of keys:
- A. Emergency key
 - B. Master Key
 - C. Guest Room key
 - D. Grand Master Key
 - E. All the above



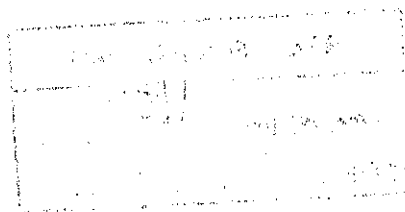
13. Which room key is responsible by Duty Manager?
- A. Emergency Key
 - B. Master Key
 - C. Floor Master Key
 - D. None
 - E. All the above
14. On what bases do guest evaluate hotels?
- A. Cleanliness
 - B. Location
 - C. Hotel Employees
 - D. Room Rates
 - E. All
15. ARR stands for?
- A. Average Daily Rate
 - B. All Day Rate
 - C. Average Room Rate
 - D. Actual Daily Rate
 - E. All the above
16. What is a written record of all transactions between hotel and its guest called?
- A. Folio
 - B. Voucher
 - C. Ledger
 - D. City ledger
 - E. Guest Account
17. Which of the following is not a part of the front office accounting cycle?
- A. Settlement of accounts
 - B. Maintenance of accounts
 - C. Registration of guests
 - D. Creation of accounts
 - E. Filing of guest account



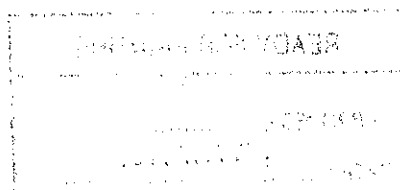
18. The facility of awakening guests is known as:
- A. Warning Call
 - B. Wake Up Call
 - C. Walking Call
 - D. Worship Call
 - E. Emergency Call
19. Mrs Rowan Atkinson would like to check in at 2pm and check out at 4pm today. What type of room rate should the receptionist offer to her?
- A. Rack rate
 - B. Promotional Rate
 - C. Day Use Rate
 - D. Hoteliers Rate
 - E. Hourly Rate
20. Mr Brat Pitt, an international actor, has reserved a suite room at Rasa Sayang Resort Penang. His status in the Opera reservation system will be?
- A. VIP
 - B. VVIP
 - C. CIP
 - D. FIT
 - E. GIT
21. "Walk In" defined as?
- A. A Guest with guaranteed reservation
 - B. A Guest who checks-in early
 - C. A Guest without a reservation
 - D. A Guest who walks into the hotel
 - E. Regular Guest
22. What is the standard check-in time for hotels in Malaysia?
- A. 12 noon
 - B. 2.00pm
 - C. 3.00pm
 - D. 1.00pm
 - E. Anytime



23. Muhammad, a Duty Manager, has lost a "Master Key". What disciplinary action will be taken against him by Ibrahim, Front Office Manager?
- A. He will issued with a stern warning letter
 - B. He will be demoted to Front Office Supervisor
 - C. He will be terminated
 - D. No disciplinary action will be taken against him
 - E. He will be sent to Police Station
24. Mr Philip Wain has booked a Superior Room on 12th September 2014. The Duty Manager discovered that he was a returning guest and decided to change his room to Deluxe Room (without any additional charges). This process is known as:
- A. Complimentary
 - B. Upselling
 - C. Upgrading
 - D. Room Changing
 - E. Downgrading
25. 1926 Heritage Hotel Penang is a 3 star hotel. The Front Office Manager will directly report to which of the following positions?
- A. Rooms Division Manager
 - B. Director of Rooms
 - C. Resident Manager
 - D. Director of Operations
 - E. General Manager
26. Which of the following information NOT required on the key card holder?
- A. Guest name
 - B. Arrival date
 - C. Room Rate
 - D. Departure Date
 - E. Size of Room



27. _____ is an example of a charge card.
- A. Visa card
 - B. Master Card
 - C. American Express Card
 - D. Bonus Link
 - E. Mycard
28. Which of the following is generally not accepted as a mode of settlement of guest account?
- A. Traveller'sCheque
 - B. Travel Agents Voucher
 - C. Cash
 - D. Personal Cheques
 - E. All the above
29. Front Office department communicates with :
- A. F&B service
 - B. Banquets
 - C. Housekeeping
 - D. Engineering
 - E. All of the above
30. Mr. Morgan Freeman would like to book a room in The Four Seasons Resort Langkawi. He plans to celebrate his wedding anniversary with his wife. Which type of room should the receptionist pre-allocate for him?
- A. Room located near the staircase
 - B. Room located near the swimming pool
 - C. Room located near the beach
 - D. Room located near the gym
 - E. All the above



Section B : Answer ALL questions. (70 marks)

Question 1

What are the **FIVE (5)** important sections in Front Office Department?

(10 marks)

Question 2

Explain the flow of a registration process.

(10 marks)

Question 3

Explain the flow of a guest check-out.

(10 marks)

Question 4

What is City Ledger? Explain in your own words.

(10 marks)

Question 5

What are the duties and responsibilities of a night auditor?

(10 marks)

Question 6

What do you understand by centralized reservation system?

(10 marks)

Question 7

What are the data required for forecasting?

(10 marks)

- THE END -

DHM1103(F)/Aug2014/formatted

