

 **INTI International
University & Colleges**

**FINAL
Examination Paper**

(COVER PAGE)

Session : April 2018

Programme : Diploma In Hotel Management (DHMN/DHM)

Course : DHM1103 : Front Office Management

Date of Examination : July 28, 2018 (Saturday)

Time : 2:00 pm – 4:00 pm

Duration : 2 Hours Reading Time : Nil

Special Instructions :

SECTION A : This section consists of **THIRTY (30)** questions. Answer **ALL** questions in the

OMR sheet provided.

SECTION B : Answer **ALL** short answer questions in the answer booklet provided.

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

Materials Permitted : Nil

Materials Provided : OMR Sheets

Examiner(s) : Shazeel Ali Sardar Ali & Eti Farah Zainudin

Moderator : Dr Rozila Ahmad

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

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DHM1103: FRONT OFFICE MANAGEMENT
FINAL EXAMINATION: APRIL 2018 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. Star Rating
 - D. All of the above

2. Which plan is also known as Continental Plan?
 - A. Room only
 - B. Full board
 - C. Room, breakfast and dinner
 - D. Room and breakfast

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

4. Rooms Division consists of:
 - A. Front Office, Sales, Kitchen and Public Relations
 - B. Security, Engineering, Housekeeping and Front Office
 - C. Sales, Front Office, Security and Housekeeping
 - D. Front Office, Housekeeping, Security and Human Resource

5. Name the form use for guest check in:
 - A. Reservation form
 - B. Application form
 - C. Registration form
 - D. Guest folio

6. After every check-in, front desk carries out which of the following activities?
 - A. Updating check out status
 - B. Preparing for check out
 - C. Creating guest folio
 - D. All the above

7. The request for check-out from the guest may be at?
 - A. Reception
 - B. Concierge
 - C. Cashier
 - D. All the above

8. Which of the following activities are carried out at the time of check-out?
 - A. Settlement of guest account
 - B. Creating long lasting impression on the guest
 - C. Checking minibar activities
 - D. 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. All the above

10. Which of the following reports are generated by the night auditor?
- A. VIP arrival report
 - B. Occupancy percentage report
 - C. Both on the above
 - D. None of the above
11. Room occupancy percentage is the ratio of the number of room sold to:
- A. Total number of occupied rooms
 - B. Total number of rooms
 - C. Total number of saleable rooms
 - D. Total number of Out Of Order Rooms
12. The hotel may have the following types of keys **EXCEPT**:
- A. Emergency room key
 - B. Guest Room key
 - C. Grand Master Key
 - D. All the above
13. Which room key is responsible by Duty Manager?
- A. Master key
 - B. Emergency key
 - C. Floor master key
 - D. None of the above
14. On what bases do guest evaluate hotels?
- A. Cleanliness
 - B. Location
 - C. Hotel employees
 - D. All on the above

15. ARR stands for?
- A. Average daily rate
 - B. All day rate
 - C. Actual room rate
 - D. Average room rate
16. What is the hotel classification on the basis of location?
- A. Downtown hotel
 - B. Suburban hotel
 - C. Resort
 - D. All on the above
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
18. The facility of awakening guests is known as:
- A. Warning Call
 - B. Wake Up Call
 - C. Worship Call
 - D. Emergency Call
19. Mrs Gauri Khan would like to check in at 2pm and check out at 6pm today. What type of room rate should the receptionist offer to her?
- A. Rack rate
 - B. Promotional Rate
 - C. Day Use Rate
 - D. Hourly Rate

20. Mr Morgan Freeman, an international actor, has reserved a suite room at a five star hotel in Kuala Lumpur. His status in the Opera reservation system will be?
- A. CIP
 - B. VVIP
 - C. VIP
 - D. FIT
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
22. What is the standard check-in time for hotel in Malaysia especially at the resort area?
- A. 12 noon
 - B. 2.00pm
 - C. 3.00pm
 - D. 1.00pm
23. Kamal, an Assistant Manager Front Office, 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. He will be sent to Police Station

24. Mr Philip Wain has booked a Superior Room on 19th July 2018. 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
25. There should be a first aid box in the work area and it should be easily identifiable and accessible. A first aid box must contain of the following things:
- A. A card card giving general first aid guidance
 - B. Cotton wool
 - C. An antiseptic lotion and an antiseptic cream
 - D. All on the above
26. Which of the following information **NOT** required on the key card holder?
- A. Guest name
 - B. Floor plan
 - C. Room rate
 - D. Types of bed
27. _____ is an example of a charge card.
- A. Visa card
 - B. Master card
 - C. Debit card
 - D. American express card

28. Which of the following is generally **NOT** accepted as a mode of settlement of guest account?
- A. Traveler's Cheque
 - B. Travel Agents Voucher
 - C. Cash
 - D. Personal Cheques
29. The group market segment includes:
- A. Group
 - B. Travel agencies
 - C. Tour Operators
 - D. All of the above
30. Mr. Lee Min Ho would like to book a room at the 5 star Resort Langkawi. He plans to celebrate his friends birthday party. Which type of room should the receptionist pre-allocate for him?
- A. Room located near the swimming pool
 - B. Room located near the beach
 - C. Room located near the garden
 - D. All the above

SECTION B. Answer all questions in the answer booklet provided. (70 marks)

Question 1

Guest remain in direct contact with their front office staff throughout their stay at the hotel. The front office employee must possess various qualities to discharge their duties efficiently. List **TEN (10)** required qualities for front office employees in Malaysia Hotels.

(10 marks)

Question 2

Explain **TEN (10)** flow of a guest check - in process in a hotel.

(10 marks)

Question 3

List **FIVE (5)** check - out procedures applied in Malaysia hotels.

(10 marks)

Question 4

Describe what is City Ledger applied in hotels in Malaysia?

(10 marks)

Question 5

Night Auditor is the person who audits the hotel accounts daily at night or at the time when business relatively slow. List **TEN (10)** job responsibilities of a night auditor?

(10 marks)

Question 6

List **TEN (10)** guidelines applied for the front office staff in the event of fire break out at the hotel.

(10 marks)

Question 7

There are a lot of benefits associated with the use of yield management in the hospitality sector, especially the hotels in Malaysia. List **FIVE (5)** yield management practiced in the hotels.

(10 marks)

-THE END-

DHM1103 (F)/Apr2018/formatted