

FINAL
Examination Paper

(COVER PAGE)

Session : August 2017

Program : Diploma In Hotel Management (DHMN)

Course : DHM1103: Front Office Management

Date of Examination : December 7,2017 (Thursday)

Time : 11:00 am – 1:00 pm 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 :
Nil

Materials provided :
OMR Sheets

Examiner (s) : Ho Lai Peng, Shazeel Ali Sardar Ali

Moderator : Dr Rozila Ahmad

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

Section A (30 marks)

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

1. When the night audit process is completed, the ____ in Opera system will be changed.
 - A. time
 - B. date
 - C. sequence
 - D. information

2. Master Key can be used to open all doors in the hotel. It is held by _____,
 - A. Duty Manager
 - B. Reservation Manager
 - C. Floor Supervisor
 - D. Room Attendant

3. Which of the following report is required by the Rooms Division Manager?
 - A. Rooms discrepancies report
 - B. In house guests report
 - C. Credit limit report
 - D. All of the above

4. 'Posting' is defined as:
 - A. act of recording transactions onto a guest account.
 - B. act of checking transactions recorded in a guest account.
 - C. act of verifying transactions that a guest have disputed.
 - D. act of transferring transactions from one guest account to another.

5. On 25th September 2017, Fullerton Hotel sold 15 single rooms, 29 double rooms, 9 triple rooms and 5 quadruple rooms. What is the total number of guests in-house?
 - A. 58
 - B. 116
 - C. 118
 - D. 120

6. On 16th July 2017, Agora Hotel generated room income of RM19,755.00 by selling 186 of its 280 available rooms. Calculate the 'Average Room Rate'.
 - A. RM70.55
 - B. RM81.84
 - C. RM106.21
 - D. RM210.16

7. Raffles Hotel has 165 standard rooms, 120 superior rooms, 95 deluxe rooms and 12 suites. It achieved 75% occupancy last Saturday. Calculate the total number of rooms sold.
 - A. 198
 - B. 294
 - C. 392
 - D. 750

8. During check in, Mr Sean Pereira mentioned that he requires an extra bed in his room. An extra bed costs RM45.00 ++. He is staying for 2 nights. What is the total cost of the extra bed?
 - A. RM45.00
 - B. RM52.20
 - C. RM104.40
 - D. RM208.80

9. Mrs Lina Yap is staying in a superior room for 4 nights. Her room rate is RM355.00 nett. She will be settling her account by cash. How much cash deposit did the Receptionist collect from her during check-in?
 - A. RM355.00
 - B. RM1,420.00
 - C. RM1,647.20
 - D. RM2,840.00

10. Mr David Lim and Mr Ravi Kumaran have shared a standard twin room for 2 nights – room rate is RM280.00 ++ per night. They would like to check-out now. The charges recorded on their folio are for 'Room' only. Mr Lim is paying for 40% of the charges by MasterCard. What is the amount that the Receptionist needs to enter into the credit card machine?
- A. RM194.88
 - B. RM259.84
 - C. RM324.80
 - D. RM649.60
11. Identify the following credit card which starts with the number '4'.
- A. VISA
 - B. MasterCard
 - C. American Express
 - D. Diners Card
12. MasterCard is represented by the symbol of _____.
- A. 'Bird'
 - B. 'Shield'
 - C. 'Globe'
 - D. 'Warrior'
13. The telephone in room 1512 does not have any dialling tone. What is the **CORRECT** room status?
- A. 'Out Of Order'
 - B. 'Out Of Service'
 - C. 'Repair telephone'
 - D. 'Telephone not working'
14. Which of the following department needs to communicate very well with Front Office?
- A. Information Technology
 - B. Sales and Marketing
 - C. Food and Beverage
 - D. All of the above

15. Renaissance is a 5-star hotel. The Porter will report directly to which of the following positions?
- A. Concierge Manager
 - B. Chief Concierge
 - C. Bell Captain
 - D. Supervisor
16. During reservation, Mrs Michelle Kong mentioned that she will be checking in with her baby. The Receptionist will arrange for a _____ for her.
- A. extra bed
 - B. baby cot
 - C. children bed
 - D. special bed
17. Mr Victor Ng wanted to settle his account by VISA during check out. However, he has exceeded his credit limit. Christina, a Receptionist, inserted the VISA card into the credit card machine and keyed in the outstanding amount of RM1,350.00. What message would appear on the credit card machine?
- A. 'Approved'
 - B. 'Declined'
 - C. 'Rejected'
 - D. 'Exceeded'
18. Identify the currency that is **NOT** accepted by most hotels in Malaysia as a method of payment.
- A. Euro
 - B. Singapore Dollar
 - C. Australian Dollar
 - D. Indonesian Rupiah
19. Prince Rafiq from Dubai would like to reserve the most luxurious room in Oriental Hotel – a five star hotel located in Kuala Lumpur city centre. Which of the following types of room will be offered to him by the Receptionist?
- A. Penthouse
 - B. Oriental Suite
 - C. Luxurious Suite
 - D. Executive Suite King

20. The guest who stayed in room 2301 has left the hotel without paying his bills. This type of guest is known as a:
- A. 'no show'
 - B. 'no pay'
 - C. 'thief'
 - D. 'skipper'
21. Mr Nigel Atkinson is interested in booking a deluxe room in your hotel on 18th March 2018 for 1 night. However, all the deluxe rooms are fully booked on this date. What is the appropriate action to be taken by the Receptionist?
- A. Offer him same type of room on the same date.
 - B. Offer him same type of room on another date.
 - C. Offer him another type of room on the same date.
 - D. Offer him another type of room on another date.
22. _____ is in-charge of Front Office and Housekeeping departments in a 5-star hotel.
- A. Director of Operations
 - B. Director of Rooms
 - C. Director of Front Office and Housekeeping
 - D. General Manager
23. Mr Vijay Singh has booked a standard room on 5 January 2017. The Receptionist will attempt to provide him with a better room type upon his check in (with additional charges). The term used for this action is known as:
- A. complimentary
 - B. upgrading
 - C. upselling
 - D. customer service
24. Identify the following question which is **NOT** used by the Receptionist during reservation process:
- A. "May I know how you would like to guarantee your reservation?"
 - B. "Is there anything else I can do for you?"
 - C. "May I know the credit card number and the expiry date?"
 - D. "May I know your estimated time of departure?"

25. Mr Rubin Kaur would like to have some privacy in his room during his stay. The Receptionist would advise him to hang the _____ sign on the external door knob of his room.
- A. 'Privacy'
 - B. 'No Visitors Allowed'
 - C. 'Do Not Disturb'
 - D. 'Please Keep Quiet'
26. Which of the following statements below is **TRUE** with regards to weekend rates for city hotels?
- A. Less expensive than weekday rates.
 - B. More expensive than weekday rates.
 - C. Same as weekday rates.
 - D. No discounts for families.
27. During the check out process, the Cashier needs to print the final folio with:
- A. outstanding balance
 - B. posting balance
 - C. negative balance
 - D. zero balance
28. Miss Nicole De Cruz called the Dorchester Hotel to enquire about her room reservation for tomorrow. She wants to check in at 11pm. Patrick, a Receptionist, informed her that her reservation will still be in the Opera system. Why was she able to check in so late at night?
- A. Her room was categorized under 'late arrival'.
 - B. She guaranteed her reservation.
 - C. She provided the hotel with her contact details.
 - D. She called the hotel to confirm her reservation.

29. Mr Brian Windsor is checking in at the reception counter. He has reserved a superior room for two nights. He wants to pay for his stay by MasterCard. Identify the task that Leon, a Receptionist, **DOES NOT** need to do when he is handling Mr Windsor's check in process.
- A. Attach a copy of the MasterCard slip to the registration card.
 - B. Provide Mr Windsor with a copy of the MasterCard slip.
 - C. Provide key card and key card holder to Mr Windsor.
 - D. Ensure Mr Windsor knows the direction to his room.
30. Miss Janet Gan is a regular guest. She would like to request for 'late check out' at 2pm today. James, a Duty Manager, has checked the Opera system. The hotel occupancy is 30%. How should he respond to Miss Gan?
- A. "Certainly, Miss Gan. I will extend your check out time until 2pm. However, you will be charged additional day use rate."
 - B. "Certainly, Miss Gan. I will extend your check out time until 2pm. However, you will be charged additional full day rate."
 - C. "Certainly, Miss Gan. I will extend your check out time until 2pm without any additional charges."
 - D. "I am sorry, Miss Gan. I cannot extend your check out time until 2pm. You need to check out by 12 pm."

Section B (70 marks)

Instructions: This section consists of **NINE (9)** questions. Answer **ALL** questions in the answer booklet provided.

Question 1

List any **FIVE (5)** important items that must be included in a guest folio. (5 marks)

Question 2

State any **FIVE (5)** differences between the 'Penthouse' and 'Superior Room' of a 5 star hotel. (5 marks)

Question 3

Briefly explain the following terms used in Front Office:

- (a) Adjoining room (2 marks)
- (b) No show (2 marks)
- (c) Guaranteed reservation (2 marks)
- (d) O.O.S. (2 marks)
- (e) Skipper (2 marks)

Question 4

You are a Receptionist who works at Sea View Hotel. This 5 star upmarket hotel is located in Redang Island, Terengganu – which is famous for its pristine beaches. It has 120 rooms – which are all suites.

Determine the appropriate room location (e.g. near the garden, higher floor and beach view) for the following guests:

- (a) Mr Tan Wai Heng is attending an IT seminar held in the hotel. (1 mark)
- (b) Mr and Mrs Charles Windsor are honeymooners. (1 mark)
- (c) Mr Senthil Kumar is national swimmer. He won a gold medal in the 2008 Olympics. (1 mark)
- (d) Miss Penny Lee is blind and she will be travelling with her companion. (1 mark)
- (e) Mrs June Williams is a retiree. She used to work for the UK government. (1 mark)

Question 5

List any **FIVE (5)** duties of the Porter in a 5 star hotel. (5 marks)

Question 6

Provide the **TEN (10)** steps involved in the process for check in. (10 marks)

Question 7

You are a Receptionist who works in Shangri-La Hotel – a 5 star hotel located in the city center of Kuala Lumpur.

Mr David Lim, CEO of Samsung China is checking in now. This is his first visit to Malaysia. He is travelling with his wife and two children (8 year old son and 5 year old daughter).

Briefly describe any **FIVE (5)** of the hotel facilities that you can recommend to Mr Lim. (10 marks)

Question 8

Briefly explain any **FIVE (5)** safety and security measures that are handled by the Front Office department. (10 marks)

Question 9

Lotus Hotel is a 4 star hotel located about 5 minutes from Kuala Lumpur City Center (KLCC).

You were the Receptionist on duty yesterday.

Miss Rajev Kumar wanted to check in at 8pm and claimed that she had a reservation made under her name. However, you were not able to locate her reservation. Miss Kumar insisted that she had a reservation but did not bring along the confirmation number.

Briefly illustrate any **FIVE (5)** reasons that may have caused this problem to occur. (10 marks)

-THE END-

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