



FINAL
Examination Paper

(COVER PAGE)

Session : January 2015

Programme : Diploma In Hotel Management (DHMN/DHM)

Course : DHM1103 : Front Office Management
HMG1109 : Front Office Operation

Date of Examination : March 10, 2015 (Tuesday)

Time : 5:00 pm – 7:00 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) : Ms Yee Mei Kueh, Mr Shazeel Ali

Moderator : Dr Rozila Ahmad

This paper consists of 10 printed pages, including the cover page.

INTI INTERNATIONAL COLLEGE SUBANG

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN/DHM)
DHM1103: FRONT OFFICE MANAGEMENT
HMG1109 : FRONT OFFICE OPERATION
FINAL EXAMINATION: JANUARY 2015 SESSION

Section A: Multiple Choice Question (30 marks)

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

1. The following systems belong to Front Office Except:
 - A. Opera Data
 - B. Opera Front Office
 - C. Opera Night Audit
 - D. Point of Sale
 - E. Cash Register

2. Identify a position that is in charge of Front Office, Housekeeping and Security Department.
 - A. General Manager
 - B. Resident Manager
 - C. Rooms Division Manager
 - D. Executive Assistant Manager
 - E. Operation Manager

3. Which function mentioned below is performed by the Receptionist in a 5 star hotel?
 - A. Assist guest during check in
 - B. Assist guest in incoming and outgoing calls
 - C. Assist guest with their luggage
 - D. Deliver Newspaper to guest rooms
 - E. All the above

4. A Bellman in a 5 star hotel is required to do the following task Except:
- A. Deliver luggage to the guest room
 - B. Page for guest who are dining in the coffee house
 - C. Obtains information on the major attraction for guests
 - D. Reserve Malaysian Philharmonic Orchestra concert ticket for guest
 - E. All the above
5. "DND" status means:
- A. There is a major problem in the room
 - B. Guest requested not to be disturb
 - C. The room is occupied
 - D. There is a minor problem in the room
 - E. All the above
6. When a guest request for a "Room Change", the Receptionist needs to inform:
- A. Maintenance
 - B. Security
 - C. Reservation
 - D. Housekeeping
 - E. Engineering
7. Identify the following question that is NOT used by Receptionist during the reservation process:
- A. "May I have your email address
 - B. "May I have your arrival dates please?
 - C. "May I know how many of you will be occupying the room"?
 - D. "May I know your confirmation number"
 - E. All the above

8. What is the standard check out time for hotels in Penang?
- A. 1pm
 - B. 2pm
 - C. 12noon
 - D. 3pm
 - E. All the above
9. Which plan is also known as "Room only"?
- A. Continental Plan
 - B. American Plan
 - C. European Plan
 - D. Full Board
 - E. All the above
10. What do Front Office and Housekeeping communicates?
- A. Check Out Rooms
 - B. Out Of Order Rooms
 - C. Blocking of Rooms
 - D. Assign of Guest Rooms
 - E. All the above
11. Which night audit reports filed with the accounting division and help prove that transactions were properly posted and accounted for?
- A. Recapitulation Report
 - B. Daily Operation Report
 - C. High Balance Report
 - D. Departmental detail and summary report
 - E. Financial Report

12. The opportunity of meeting guest expectation or failing to meet guest expectation is called:
- A. Six Sigma
 - B. Total Quality Management (TQM)
 - C. Moment of truth
 - D. Customer Relationship Management (CRM)
 - E. None of the above
13. Who is known as a “Long Term Guest”?
- A. Guest who stays more than 1 week
 - B. Regular Guest
 - C. Guest who stays for more than 30 days
 - D. Guest who stays for more than 15 days
 - E. All the above
14. A hotel with a 5 star rating must have the following:
- A. More than 300 rooms
 - B. More than 5 outlets
 - C. A ballroom
 - D. A Gym
 - E. All the above
15. How many sections are there in Front Office Department in a 5 star hotel?
- A. 5
 - B. 6
 - C. 7
 - D. 4
 - E. 8

16. Name the types of form that is use at the Reception Counter?
- A. Guest Registration Card
 - B. Guest Folio
 - C. Paid Out Voucher
 - D. Foreign Currency Exchange Voucher
 - E. All the above
17. The main objective for Reservation Department is to:
- A. Provide 100% occupancy
 - B. Provide the management with guest information
 - C. Give 1st impression to the guest via telephone
 - D. None of the above
 - E. All the above
18. During school holidays in Malaysia, hotel will increase the room rates to:
- A. Weekend Rate
 - B. Long term rate
 - C. Rack Rate
 - D. Promotion Rate
 - E. None of the above
19. Who conducts the daily shift briefing for Front Office Department?
- A. Front Office Manager
 - B. Duty Manager
 - C. Rooms Division Manager
 - D. Executive Housekeeper
 - E. All the above

20. What is the meaning of "Adjoining Rooms"
- A. Room opposite to each other
 - B. Room with bathroom attached
 - C. Room next to each other with no connecting door between the rooms
 - D. Room next to each other with connecting door between the rooms
 - E. None of the above
21. Sonia a Room Attendant is assigned to clean room 1702. She discovered there is no luggage in it. However, it is supposed to be an "Occupied Room". The guest will be known as:
- A. "Skipper"
 - B. "Sleeper"
 - C. "No Show guest"
 - D. "Day Use Guest"
 - E. All the above
22. Four Seasons Hotel Penang has 500 rooms. En. Ali Rooms Division Manager has accepted bookings for 510 rooms on September 28 2011. Why would he take such an action?
- A. There may be "No Show" guest
 - B. There may be "skipper" guest
 - C. There may be "Sleeper" Guest
 - D. None of the above
 - E. All the above
23. Mr. Salman Khan asked for four coffee sachets to be sent to his room at 3pm today. Which department needs to follow up on his requests?
- A. Front Office
 - B. Housekeeping
 - C. Kitchen
 - D. Room Service
 - E. Executive Office

24. What is the maximum amount of credit that a hotel will extend to a guest called?

- A. Allowance
- B. Guest Ledger
- C. Floor Limit
- D. Guest Folio
- E. All the above

25. Which of the following reports are generated by the Night Auditor?

- A. Occupancy Percentage Report
- B. Room Discrepancy report
- C. Room Status Report
- D. All the above
- E. None

26. Which room category is the most expensive room?

- A. Superior Room
- B. Deluxe Room
- C. Standard Room
- D. Executive Suite
- E. Studio Room

27. Executive floor is also known as?

- A. VIP Floor
- B. Club Floor
- C. Banquet Floor
- D. Deluxe Room Floor
- E. None of the above

28. Regular shift for hotels in Malaysia will be at?
- A. 7am-3pm
 - B. 3pm-11pm
 - C. 11pm-7am
 - D. None of the above
 - E. All the above
29. All incoming telephone calls must be attended within how many rings?
- A. Not more than 3 rings
 - B. 5 rings
 - C. 7 rings
 - D. 10 rings
 - E. Up to individual staff
30. The check in must be completed within _____ minutes?
- A. 5
 - B. 7
 - C. 10
 - D. 15
 - E. None of the above

PART B

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

Question 1

List down **FIVE (5)** job duties of a Front Office Manager

(10 marks)

Question 2

List **FIVE (5)** important points why we need to have a Concierge in the Hotel.

(10 marks)

Question 3

Explain the different modes of payments for guaranteed reservations.

(10 marks)

Question 4

Why do we need night audit in a hotel? List **FIVE (5)** and explain in detail.

(10 marks)

Question 5

List any **TEN (10)** special requests and/or charges we can arrange and post charges in the Front Office.

(10 marks)

Question 6

What are the benefits of having an Opera system? List **FIVE (5)** points.

(10 marks)

Question 7

What are the **THREE (3)** possible causes of complaints by Guests? How should a front office assistant handle these complaints?

(10 marks)

-THE END-
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