FROCRE

JUNE 2012 EXAMINATION

DATE: 4 JUNE 2012

TIME: 09H00 – 12H00
TOTAL: 100 MARKS

DURATION: 3 HOURS
PASS MARK: 40%

(VOC-1206)
FRONT OFFICE OPERATIONS

THIS EXAMINATION PAPER CONSISTS OF 4 SECTIONS:

SECTION A: CONSISTS OF:
(i) 10 MULTIPLE-CHOICE QUESTIONS (10 MARKS)
(ii) 5 TRUE OR FALSE QUESTIONS (10 MARKS)
(iii) 10 MATCHING-STATEMENT QUESTIONS (10 MARKS)

ANSWER ALL THE QUESTIONS

SECTION B: CONSISTS OF 3 SHORT QUESTIONS
ANSWER ALL THE QUESTIONS (10 MARKS)

SECTION C: CONSISTS OF 3 LONG ANSWER QUESTIONS
ANSWER ALL THE QUESTIONS (40 MARKS)

SECTION D: CONSISTS OF 3 INTERPRETATIVE QUESTIONS
ANSWER ONE OF THE QUESTIONS (20 MARKS)

INSTRUCTIONS:

1. Read the following instructions carefully before answering the paper, as failure to act upon them will result in a loss of marks.
2. Write your answers in your answer book, which is provided in the exam.
3. Ensure that your name and student number are clearly indicated on your answer book.
4. Write your answers in either blue or black ink in your answer book.
5. Read each question very carefully before you answer it and number your answers exactly as the questions are numbered.
6. Begin with the question for which you think you will get the best marks.
7. Note the mark allocations for each question – give enough facts to earn the marks allocated. Don't waste time by giving more information than required.
8. You are welcome to use diagrams to illustrate your answers.
9. Please write neatly – we cannot mark illegible handwriting.
10. Any student caught cheating will have his or her examination paper and notes confiscated. The College will take disciplinary measures to protect the integrity of these examinations.
11. If there is something wrong with or missing from your exam paper or your answer book, please inform your invigilator immediately. If you do not inform your invigilator about a problem, the College will not be able to rectify it afterwards, and your marks cannot be adjusted to allow for the problem.
12. This paper may be removed from the examination hall after the examination has taken place.

NOTE: YOU MAY USE A NON-PROGRAMMABLE CALCULATOR
SECTION A

(30 MARKS)

ANSWER ALL THE QUESTIONS

(i) MULTIPLE-CHOICE QUESTIONS

Choose the correct option for each of the following. Write only the question number and your chosen answer. For instance, if you think that the correct answer for number 1 is (a), then write it as 1. (a).

1. Which of the following attract business travellers who need accommodation, food and beverage services for a short period?
   (a) residential hotels
   (b) all-suite hotels
   (c) commercial hotels
   (d) airport hotels

2. Which of the following are normally in areas where the climate and scenery are attractive?
   (a) conference and convention hotels
   (b) pleasure resorts
   (c) all-suite hotels
   (d) residential hotels

3. Room division involves the following practical aspect:
   (a) sales and marketing
   (b) hotel laundry
   (c) staff uniforms
   (d) food and beverage service

4. Uniformed services include the following people:
   (a) cashiers
   (b) housekeeping staff
   (c) bell staff
   (d) night auditor

5. How many main phases are there in a guest cycle?
   (a) one
   (b) two
   (c) three
   (d) four
6. An example of a group reservation is:
   (a) a couple on their honeymoon.
   (b) ten delegates attending a conference.
   (c) a businessman staying for a whole week.
   (d) five friends on holiday.

7. The following is used in a non-computerised hotel and is one of the most important front office tools:
   (a) the chart
   (b) the checklist
   (c) the room rack
   (d) the reservation book

8. The front office supervisor is responsible for:
   (a) training.
   (b) setting tables.
   (c) taking food orders.
   (d) paying accounts.

9. Prestige pricing is:
   (a) medium pricing for affordability.
   (b) lower pricing for less exclusivity.
   (c) the same as top-down pricing.
   (d) higher pricing for more exclusivity.

10. If a hotel has 520 rooms, and 385 rooms are occupied, what is the room occupancy percentage?
    (a) 64%
    (b) 74%
    (c) 60%
    (d) 70%

(ii) TRUE OR FALSE QUESTIONS

Choose whether the following are True or False. Rewrite false statements to make them true.

1. The night auditor inspects all the guest accounts and checks whether room rates were correctly applied.
2. Turndown service is a standard service at budget service hotels.
3. Concierges give wake-up calls.
4. Charge purchases are deferred payment transactions.
5. Lost and found property should be kept for 60 days.

[5 × 2 = 10]
(iii) **MATCHING-STATEMENT QUESTIONS**

Match the statements in Column B to the terms in Column A. Write down the answers only, for example 1. (a).

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. vacant, ready-for resale</td>
<td>(a) a room that has been allocated to a guest but the bed has not been slept in</td>
</tr>
<tr>
<td>2. stay-over</td>
<td>(b) the room is unoccupied but not ready for resale</td>
</tr>
<tr>
<td>3. occupied</td>
<td>(c) a guest who is due to leave at checkout time</td>
</tr>
<tr>
<td>4. overstay</td>
<td>(d) the room is unoccupied and can be sold by you</td>
</tr>
<tr>
<td>5. on-change</td>
<td>(e) a guest who is expected to arrive on the day in question</td>
</tr>
<tr>
<td>6. due-out</td>
<td>(f) a guest who left the hotel without checking out</td>
</tr>
<tr>
<td>7. skipper</td>
<td>(g) the room cannot be used due to maintenance</td>
</tr>
<tr>
<td>8. arrival</td>
<td>(h) guest staying past his check out time</td>
</tr>
<tr>
<td>9. sleep-out</td>
<td>(i) a guest has been registered to that particular room</td>
</tr>
<tr>
<td>10. out-of-order</td>
<td>(j) someone who stays beyond the anticipated date of departure</td>
</tr>
</tbody>
</table>
SECTION B: SHORT QUESTIONS (10 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Identify any two internal controls in the front office department. [2]

QUESTION 2
What is the aim of yield management? [2]

QUESTION 3
(a) Explain the following abbreviation:
   MCO voucher (3)
(b) Name the three night audit staff members. (3) [6]

[10]
SECTION C: LONG ANSWER QUESTIONS  
(40 MARKS)  

ANSWER ALL THE QUESTIONS  

QUESTION 1  
Give a brief explanation of each of the following terms:  

(a) vouchers  
(b) points of sale  
(c) ledgers  
(d) guest ledger  
(e) city ledger  

QUESTION 2  
List ten items of information regarding a guest that is required on a registration card.  

QUESTION 3  

(a)  
i. Identify five elements of the service package that ensures all customer expectations are being met.  
ii. Identify five ways in which staff can be motivated to give their best to the hotel.  

(b) Name five golden rules that front office staff should keep in mind to secure proper security at the front desk.  

[40]
SECTION D: INTERPRETATIVE QUESTIONS (20 MARKS)

ANSWER ONE OF THE QUESTIONS

QUESTION 1

(a) Identify ten duties and responsibilities of a front office staff member at a hotel. (10)

(b) Give ten guidelines that should be followed in order to effectively assist a guest with a complaint. (10) [20]

OR

QUESTION 2

Strangers enter hotels every day and are allowed to use the facilities, because they agree to pay for services they consume. Due to high staff turnover or long working hours, staff can become negligent, and as a result, accidents can occur. The hotel manager should get a legal representative to inspect the hotel and submit a proposed programme to prevent negligence and train staff on what to do in case of emergencies.

Name ten areas of importance that should be included in this programme, which needs to be in line with legal requirements. [10 × 2 = 20]

OR

QUESTION 3

(a) i. List five factors that influence the rate selection of hotel rooms. (5)

ii. Identify five things a hotel can do to reduce the number of non-arrivals. (5)

(b) Name and explain four methods of reducing costs that the front office manager can use without affecting the standard of the hotel. (10) [20]