NOVEMBER 2012 EXAMINATION
DATE: 5 NOVEMBER 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)

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.

Examiner: N Bernardo
(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 key will open any guest room door, which has not been locked from the inside?
   
   (a) guest key  
   (b) pass key  
   (c) emergency key  
   (d) master key

2. Which department receives orders to deliver food and beverages to the guests' rooms?
   
   (a) housekeeping department  
   (b) front office  
   (c) room service  
   (d) food and beverage department

3. Which one of the following is a record of financial transactions taking place between a guest and the hotel?
   
   (a) folios  
   (b) ledgers  
   (c) guest accounts  
   (d) vouchers

4. Non-guest accounts are also known as:
   
   (a) house accounts.  
   (b) town accounts.  
   (c) business accounts.  
   (d) local accounts.

5. If a hotel accepts more bookings than the hotel can accommodate for a particular period, it is known as:
   
   (a) occupation.  
   (b) upselling.  
   (c) overbooking.  
   (d) reservations.
6. The term that refers to the price of accomodation that is exclusive of all meals and beverages, such as breakfast, is:

(a) prestige pricing.
(b) inclusive rate.
(c) bed-and-breakfast rate.
(d) non-inclusive rate.

7. Which department liaises closely with the the reservations and front office staff?

(a) concierge
(b) telephone operators
(c) maintenance personnel
(d) bell staff

8. Which one of the following is a record of people that the hotel does not wish to accept as guests?

(a) blacklist
(b) unwanted
(c) non-arrivals
(d) non-settlers

9. Which one of the following would authorise the payment of refunds to guests?

(a) front office supervisor
(b) night porter
(c) duty manager
(d) front office manager

10. What term is used for when a customer is booked into the hotel by a third party who may or may not be an agent of the hotel?

(a) direct selling
(b) indirect selling
(c) group selling
(d) individual selling

(ii) TRUE OR FALSE QUESTIONS

Indicate whether the following statements are True or False. Motivate all your answers.

1. Bell staff help to unload guests’ luggage from vehicles into the reception area.

2. A reservation is guaranteed at the time the guest makes a reservation.

3. All financial transactions that occur in a hotel affect accounts.

4. The internal checking system tries to prevent fraudulent transactions by the hotel employees.

5. Accounts management is the management of the different groups of business that produce different rates, to achieve the optimum sales for the hotel.
(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. out-of-order</td>
<td>(a) the guest has departed, but the room has not yet been cleaned</td>
</tr>
<tr>
<td>2. VIP</td>
<td>(b) two rooms with an inter-leading door</td>
</tr>
<tr>
<td>3. ready for sale</td>
<td>(c) a guest is currently registered to the room</td>
</tr>
<tr>
<td>4. adjoining rooms</td>
<td>(d) very important persons</td>
</tr>
<tr>
<td>5. marketing</td>
<td>(e) clean, unoccupied and ready to be rented</td>
</tr>
<tr>
<td>6. on-change</td>
<td>(f) pre-allocation slip</td>
</tr>
<tr>
<td>7. advertising</td>
<td>(g) the room is undergoing maintenance</td>
</tr>
<tr>
<td>8. occupied</td>
<td>(h) these rooms are next to each other but are not connected by a connecting door</td>
</tr>
<tr>
<td>9. connecting rooms</td>
<td>(i) the task of bringing customers to the hotel</td>
</tr>
<tr>
<td>10. room rack</td>
<td>(j) a method of telling customers about the products and services of the hotel</td>
</tr>
</tbody>
</table>
SECTION B: SHORT QUESTIONS (10 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Where would you find the point of sale (POS) in a hotel? [2]

QUESTION 2
Name two different types of transactions that can take place with a transaction accounting system. [2]

QUESTION 3
(a) i. What does a travel agent do? (1)
ii. Name the two types of travel agents. (2)

(b) Explain how the front office manager can set standards and procedures for the front office department. (3) [6]

[10]
SECTION C: LONG ANSWER QUESTIONS  

ANSWER ALL THE QUESTIONS  

QUESTION 1  
(a) List the duties of the night auditor. (5)  
(b) List the different payment methods available to guests at a hotel. (5) [10]  

QUESTION 2  
Explain how you should take a telephone reservation. [5 × 2 = 10]  

QUESTION 3  
(a) i. Give the main reasons for checking the bookings of a hotel. (3 × 2 = 6)  
ii. Explain the difference between a correction and an allowance. (4)  
(b) Name the front office manager’s duties concerning reservations. (5 × 2 = 10) [20]  

[40]
SECTION D: INTERPRETATIVE QUESTIONS  

ANSWER ONE OF THE QUESTIONS

QUESTION 1

(a) There are situations when the hotel works on a certain number of cancellations and no-shows. List the guidelines that can be followed by hotel employees to prevent possible problems when they have overbooked the hotel.  

(5 × 2 = 10)

(b) Give the procedure to follow if a guest asks for a safety deposit box.  

(10) [20]

OR

QUESTION 2

Good customer relations in the hotel industry are vital.  

Explain what good customer relations entail.  

[10 × 2 = 20]

OR

QUESTION 3

(a) In order to operate efficiently, cashiers need to have a certain amount of ready cash on hand, which is called floating cash. Explain your understanding of ‘floats’.  

(10)

(b) Control of bedroom occupancy is essentially control of the business transacted by the reception office and the recording of that business by the cashier. Explain what the cashier can do to control bedroom occupancy.  

(5 × 2 = 10) [20]

[20]

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Section A: 30 marks  
Section B: 10 marks  
Section C: 40 marks  
Section D: 20 marks  
TOTAL: 100 MARKS