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# FRONT OFFICE OPERATIONS & ADMINISTRATION

September 2021

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## Time allowed

Three hours

## Instructions

- Write the question number next to each answer in your answer booklet.
- You are not required to rewrite the question in your answer booklet.
- Ensure that you pay particular attention to words in **bold**.

## Information

- Different questions may carry a different number of marks.
- Marks for each question are shown in [ ].

## Advice

- Read each question carefully before you start to answer it.
- Use the full time permitted and check all your answers.

## Materials

- Notes or books are not permitted.
- Non-programmable calculators are permitted.



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**ANSWER ANY FIVE QUESTIONS FROM THE FOLLOWING EIGHT QUESTIONS**

1. A hotel guest can settle their accommodation account using different methods.
  - (a) Describe the checks that a member of front office staff must make before accepting payment in a foreign currency. [6 marks]
  - (b) Discuss **seven** methods of payment by which guests may settle their accounts, including **one** advantage of each method. [14 marks]
2.
  - (a) Describe the information that can be indicated on a room status board. [4 marks]
  - (b) Explain the purpose of a hotel's blacklist. [4 marks]
  - (c) Hotels use a range of methods to deal with advance guest bookings. Evaluate the benefits and limitations of computerised advance booking systems. Use examples to support your evaluation. [12 marks]
3. Most experienced hoteliers identify good social skills as essential for front of house staff.  
Discuss **five** elements of behaviour amongst front office staff that will positively influence how a guest may perceive an establishment. [20 marks]
4. The Hotel Proprietors' Act of 1956 states that a hotel proprietor may be liable for any loss or damage to a guest's property.
  - (a) Describe the procedure that a receptionist must follow when accepting a valuable article from a guest for safekeeping. [6 marks]
  - (b) Evaluate the advantages and disadvantages of key operated and electronic in-room safes. [6 marks]
  - (c) Explain the hotel proprietor's liability for loss/damage to guest property. [8 marks]
5. Bookings from individual customers, as well as from groups, may be generated through an agent to bring hotels and customers together.  
Discuss the use of **five** intermediary agencies. [20 marks]
6. An obligation to maximise room sales is included in the responsibilities of front office staff.
  - (a) Explain what is meant by overbooking and the role of front office staff in the overbooking process. [6 marks]
  - (b) Explain what is meant by the term yield management. [4 marks]
  - (c) Evaluate the advantages of introducing differential room rates as opposed to seasonal rates. [10 marks]
7. If a control procedure is to be effective, it is important that accurate information is recorded.
  - (a) Explain the reasons why a housekeeper's report may show a room to be occupied when the room status board indicates that the room is vacant. [10 marks]
  - (b) Describe the role of a night auditor. [10 marks]

8. (a) Explain each of the following responsibilities of a hotel's front office:
- (i) Advance bookings [2 marks]
  - (ii) Switchboard [2 marks]
  - (iii) Reception [2 marks]
  - (iv) Billing and cashier [2 marks]
- (b) Design a front office organisation chart detailing the key responsibilities of each individual. [12 marks]

**END OF QUESTIONS**