



FRONT OFFICE OPERATIONS & ADMINISTRATION

Wednesday 8th June 2022

Time allowed

Three hours

Instructions

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

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) Describe the layout of a room density chart. Use a diagram to support your description. [12 marks]
(b) Explain the reasons individuals are placed on a blacklist. [8 marks]
2. Describe the factors that must be considered when planning front office staff numbers and hours. [20 marks]
3. Explain the purpose of each of the following documents, using an example of the type of information that can be recorded for each:
- (a) Room record card [4 marks]
 - (b) Guest history record [4 marks]
 - (c) Room status record [4 marks]
 - (d) Registration record [4 marks]
 - (e) Arrivals list [4 marks]
4. Discuss the behaviours that demonstrate the effective social skills of front office staff. Use examples to support your discussion. [20 marks]
5. (a) Describe the methods of payment, other than bank cheques, accepted by hotels. [10 marks]
(b) Explain the checking procedure that must be followed when accepting a bank cheque from a guest. [10 marks]
6. (a) Outline **five** reasons a housekeeper's report can show a room to be occupied when the room status board indicates that it is vacant. [10 marks]
(b) Describe the role of a night auditor. Use examples to support your description. [10 marks]
7. Discuss the role of the internet in generating guest bookings. Use examples to support your discussion. [20 marks]
8. Discuss Maslow's (1943) 'hierarchy of human needs' theory in the context of meeting the needs of guests. [20 marks]

END OF QUESTIONS