

ITEMS PAST PAPERS
MANAGEMENT STUDIES

SIR ARTHUR LEWIS COMMUNITY COLLEGE
DIVISION OF TECHNICAL EDUCATION AND MANAGEMENT STUDIES

EXAMINATION SESSION : May 2001, Final Examination
TUTOR : Ms. Antonia Jean
PROGRAMME CODE : 319/325
PROGRAMME TITLE : Hospitality Studies
COURSE CODE : FOP 311
COURSE TITLE : Front Office Operations
CLASS(ES) : Year 1
DATE : May 10, 2001
COMMENCEMENT TIME : 9.00 am
DURATION : 2 1/2 hrs.
ROOM : DHS W.1
INVIGILATOR : A.Jean/ W. Lamontagne



INSTRUCTIONS

This exam contains two sections. You are required to attempt all questions. Marks for each question is indicated next to the question.

STUDENT'S NAME: _____

I.D. CARD NO. : _____

GOOD LUCK

SECTION 1.

A. On the lines provided, indicate whether the statement is **TRUE** or **FALSE**.

(1 mark each)

1. The hospitality industry was started in America in the twentieth century _____
2. The Front Office is the major revenue centre in the hotel _____.
3. A Mission Statement addresses the needs of the Guest, the Owners and the Employees. _____
4. The cashier must ensure that all the hours of work are logged correctly for staff to be paid. _____.
5. It is safe to give a guest's room number once the caller properly identifies him/herself as a family member. _____
6. The General Manager of a large hotel is directly responsible for the Front Office. _____
7. The housekeeping department and the front office are not required to communicate regularly unless they choose to . _____
8. Chance guests are regular guests at the hotel and should be accommodated immediately upon arrival. _____.
9. On an organizational chart the Rooms Division Manager and the Front Office Manager's position will fall within the same line of authority. _____.
10. A resort hotel targets business travelers staying for 1-3 nights. _____.

B. MULTIPLE CHOICE:

Circle the correct answer.

1. A reservation indicates a request for two connecting rooms. It means that
 - (a) the rooms should be side by side
 - (b) the rooms must be very close, or directly opposite
 - (c) the guest can move between rooms without going through the corridor
2. Three departments within the support centre:
 - (d) Housekeeping, Restaurant and Bar
 - (e) Maintenance, Front Office and Kitchen
 - (f) Laundry, Accounting and Security

3. One responsibility of the Front Office Manager
 - a. Is to ensure all left over food items are stored away neatly
 - b. Prepare and schedule for the Security department
 - c. Ensure maximum room sales

4. Which is not a duty of the concierge
 - a. Arrange secretarial and other services for guest
 - b. Handle guest complaints
 - c. Balance department totals at the close of the shift.

5. What is the meaning of the phrase ON-CHANGE
 - a. The room is undergoing maintenance and repair
 - b. The room has been prepared and is ready for an arriving guest
 - c. The guest has departed, and is reserved for another guest\
 - d. The guest has departed, but the room has not yet been cleaned for re-sale.

6. During the Arrival stage of the Guest Cycle;
 - a. The guest chooses the resort and contacts the Travel Agent for further information.
 - b. The Front Desk agent should determine the guest reservation status before beginning the registration process.
 - c. The guest settles all bills.
 - d. The guest is entertained, and all courtesies extended to ensure their stay is memorable.

7. The main reason for keeping guest history files:
 - a. To assist the police in the event the guest is a criminal
 - b. To make reference to the guest if they did not pay all their bills
 - c. To have a contact number or address to call upon the guest to see how they are doing
 - d. For marketing and guest recognition purposes.

8. The letter of confirmation is one that:
 - a. Guarantees that a room will be available for guest upon check-in.
 - b. Is not necessary if clients are only staying for one night.
 - c. Is used to verify that a reservation has been made.
 - d. Can be used to sue the hotel if the room is sold to another guest.

9. Three items found in reservation request:
 - a. The name, age and sex of minors.
 - b. The maiden name of a married woman, the age of the adult, the passport number.
 - c. The marital status of the couple, their names, their address.

10. CHECK-OUT time is enforced:

- a. To get the guests quickly out of the hotel.
- b. When someone is waiting at the desk for a room.
- c. To allow housekeeping sufficient time to prepare the rooms for arrivals.
- d. To guard against skippers.

C. Define the following terms. (1 mark each)

(1) Rack Rate _____

(2) City Ledger _____

(3) Walking a guest _____

(4) Room Status Report _____

(5) Due Out _____

(6) Up selling _____

(7) Walk-in _____

(8) Master Key _____

(9) Credit Card Imprinter _____

(10) Lock- out _____

(11) Overbooking _____

(12) Skipper _____

(13) Adjoining Rooms _____

(14) Connecting Rooms _____

(15) Guaranteed Reservation _____

(16) Stayover _____

(17) O.O.O. _____

(18) DNA _____

(19) Voucher _____

(20) Franchise _____

D. Short Answer Questions: 10 marks each.

1. Name and explain four general ways by which hotels can be classified.
2. "The Front Office staff must know the product they are selling." Explain
3. Security is a special function of the Front Desk. Explain giving examples where appropriate.
4. The efficiency of a department is dependent on its organizational structure. Describe the organization of the Front Office, giving brief descriptions of each position noted.

SECTION 11

Mr. Ron Twain has a guaranteed reservation at the "Cave Hotel", Fox Grove Place, with an advance deposit of US\$375.00. Arrival date was March 26th, 2001 for a three day vacation. Mr. Twain had requested an ocean view room – deluxe – at a rate of US\$200.00, double occupancy, per night.

Mr. Twain bought an MAP plan for his wife and himself at a cost of US\$50.00 per person per day. Other charges to his account were:

| | | |
|------|---------------|------------|
| 28/3 | Telephone | EC\$90.00 |
| 28/3 | Paid Out | EC\$10.00 |
| 29/3 | Laundry | EC\$160.00 |
| 29/3 | Miscellaneous | EC\$150.00 |
| 29/3 | Adjustment | EC\$150.00 |

They were assigned to Room 406.

Rate of exchange US\$1.00 = EC \$2.50

You are to:

1. Prepare a folio for Rm. 406 and show the completed folio at check-out.
2. Mr. Twain pays with his American Express Credit Card- explain the transaction that is undertaken at the time of departure.
3. If Mr. Twain's room has been complimentary, what would be his balance on departure.

(20 marks)