



ZIMBABWE

MINISTRY OF HIGHER AND TERTIARY EDUCATION

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

TOURISM AND HOSPITALITY MANAGEMENT

SUBJECT: Front Office Operations II

PAPER NO: 534/S04

OCTOBER / NOVEMBER 2013 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

Answer any five questions.

This paper consists of 2 printed pages.

QUESTION 1

- a) Discuss the importance of interdepartmental communication among the front office, housekeeping and maintenance departments. (10 marks)
- b) Identify security areas where front office personnel may be involved and discuss the role they play in asset protection. (10 marks)

QUESTION 2

Outline and briefly explain the (ten) 10 steps involved in the night audit process. (20 marks)

QUESTION 3

- a) Identify the three (3) purposes of check-out and settlement. (6 marks)
- b) Examine the two check-out options that may be used to speed up the check – out process. (14 marks)

QUESTION 4

- a) Suggest any five (5) benefits of proper cancellation to a hotel. (10 marks)
- b) Give a brief description of the (five) 5 types of guaranteed reservations. (10 marks)

QUESTION 5

Examine the two (2) internal cash control systems in the front office. (20 marks)

QUESTION 6

Describe the procedure for handling a guest with a guaranteed reservation who cannot be accommodated. (20 marks)

QUESTION 7

With the aid of a flow chart, discuss the registration process for a tour group. (20 marks)

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