



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

TOURISM AND HOSPITALITY MANAGEMENT

SUBJECT: Front Office Operations

PAPER NO: 534/15/S04

DURATION: 3 Hours

MARCH/APRIL 2021 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

Answer ALL questions.

QUESTION 1

Examine five ways in which a Front Office Manager can reduce the wage bill of the front office department. (10 marks)

QUESTION 2

- (a) Outline the differences between a density chart and a conventional chart. (10 marks)
- (b) Highlight three advantages and two disadvantages of using density charts during the reservation process. (5 marks)

QUESTION 3

- (a) Clearly indicate, with the aid of a flow chart, the registration process. (6 marks)
- (b) Discuss any five procedures to be taken when a guest with a guaranteed booking cannot be accommodated. (14 marks)

QUESTION 4

Examine the types and importance of interdepartmental communication in a lodging property citing relevant examples. (15 marks)

QUESTION 5

Discuss any five advantages of a computerised front office accounting system over a manual one. (15 marks)

QUESTION 6

- (a) Describe any five functions of the night audit process. (5 marks)
- (b) Explore any five merits of a fully automated night audit process citing relevant examples. (10 marks)

QUESTION 7

Discuss the express check – out option in the front office. (10 marks)

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