



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

TOURISM AND HOSPITALITY MANAGEMENT

SUBJECT: Front Office Operations 2

PAPER NO: 534/S04

DURATION: 3 Hours

OCTOBER/NOVEMBER 2014 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five (5) questions
2. Start each question on a fresh page.
3. Each question carries 20 marks

This paper consists of 2 printed pages.

QUESTION 1

Discuss the management functions in relation to the duties and responsibilities of a front office manager. (20 marks)

QUESTION 2

Discuss with reasons the information that a front office manager would need in forecasting room availability. (20 marks)

QUESTION 3

Explain the following front office accounting transactions:-

- (a) charge purchase
- (b) account correction
- (c) account allowance
- (d) account transfer

(20 marks)

QUESTION 4

Outline the steps involved in the reservation process. (20 marks)

QUESTION 5

Discuss the importance of computerisation in advanced front operations. (20 marks)

QUESTION 6

- (a) Explain the functions of the front office audit. (10 marks)
- (b) Briefly explain the measures that can be implemented in the front office department to reduce late check – outs. (10 marks)

QUESTION 7

- (a) Explain the use of any four (4) vouchers used in the front office department. (8 marks)
- (b) Identify and explain the three account record keeping systems. (12 marks)

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