

1. a, The precautions are

- To be ready to provide services to customers
- To set up the equipments which will be used.

b, The main activities of receptionists are,

- provide information
- welcome customers
- Registration process (check in)
- Fulfilling the formalities of reception.

2 The various ways to filing mails are;

- Alphabetical order
- Numerical order
- Geographical order
- Ideological order
- Chronological order

3. Other means of payment are

- Bank cheque
- Travellers cheque
- Credit card
- Voucher (travel voucher)
- Bank transfer.

4. The equipments of a hotel ^{which} must be emphasised on

- materials comfort such as

- Air conditioning

- computers

- Elevators (lifts)

- Internet

- fax

- Telex

- Billing machine

- checking machine

- Photo copiers

- printer

- etc



entitled to in accordance with the contract with the travel agency.

- Date of arrival and departure
- Price and type of room
- Total of expenses.

13. a) Reception is a whole set of expected behaviours, policies and techniques used to receive guests.

It is a place where the customers are welcomed. /4m

It is a subdepartment (section) of front office where guests get information.

b) The purpose of reception is

- To satisfy the expectations of customers
 - To give the first impression to guests
 - To provide the registration.
- /1mk

14. The operations required for the preparation of mail are;

- SMKS
- To study the subject matter
 - To draft the mail
 - To write up the mail
 - To sign the mail
 - To send the mail

15. The uses of Cardex form are

SMKS The cardex form is a form which contains all information of guests' identification in a hotel. It is also called (Individual card)

The uses are;

- To know the details of a customer
- To know the likes and dislikes of a customer
- To improve the services of a customer etc.

SECTION B (45 marks)

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16 a) The various types of equipments that should be provided to a group of guests.

- Reception room?
- Meeting room?
- Audio visual equipment?
- Restaurant service?
- Room with communication equipments (telephone internet printer etc.)?
- A minibar?
- A document duplication service (photocopier)?
- A corner to use as a sitting room?
- A hotel should be at a quiet place

8mk

b) Four preliminary operations to be carried for the group are.

- Pre-registration of the group?
- Determine the number of guests?
- Count the number of rooms required?
- Identify the numbering of the rooms to be used?
- To prepare the special room for their registration.
- Prepare their arrival.

4mk

c) Office equipments at the reception facilitates:-

- The rapid transmission of reservations and their confirmation?
- Quick communication of information (internal and external)?
- Customer service?
- Entertainment.

3mk

17 a, Cashier and billing clerk share the following operations

- Cash payment
- Bank cheque
- Travellers cheque
- Credit card
- Voucher from travel agencies
- Miscellaneous receipts
- Cash Invoices
- Employee's Salaries
- Exchange operations
- Safe and safekeeping of valuables
- Accounting of reception

b) The rules to be followed in writing business letters are.

- Presentation of the products must be agreeable
- The letter must have a single object
- The letter must be well structured and complete
- The letter must take the recipient's personality into account

c) A voluntary hotel chain is created when various hotels collaborate to launch a product or improve their common service.

18 a, The information that must be included on the reservation form.

- Full names of the customer
- Address
- Category (Type) of room to be given to the customer
- Date of arrival
- Date of departure

- Number of nights to be spent at the hotel
- Mode of payment
- Customer's travel agency
- Any special requirements that the customer will need.
- Room rate (price).

9mk

b) Other operations (additional) to be carried out after the formalities of receiving a customer.

6mk

- To check in the arrival
- To inform hotel services
- To initiate guest's bill account
- To update the planning of room allocations
- Register the guest in the book of arrivals and departures
- To complete the cardex card
- Filling of form
- Carrying the luggage of guests to their different rooms.

19. a) Yes

To plan and keep reservations in a hotel is required and important because:-

- It helps to check at any time the state of room occupancy.
- To process each case
- To ensure the availability of room required by each customer
- Remove any misunderstanding and assure the customer that everything will be done according to his/her reservation
- To update the documents for the hotel's internal management
- To open a bill account for guests
- To carry out the follow up of the guest

9mk

b) The human qualities required of a reception staff are

- To be smart (well groomed appearance)
- Smile
- Punctual
- To be simple and humble
- To be polite
- To be resistant to fatigue (tiredness)
- To have good communication skills
- Express of welcome and wishes of pleasant stay.

6m

20 a) Conditions under which a customer can claim to be a V.I.P. guest of a hotel.

15mks

- Selected and invited guests
- Famous persons
- Artists
- A politician, parliamentarian, minister
- Business guest
- General Director of a company
- The actual guest of a hotel
- The representative in a conference
- The new wedded couple in holiday honeymoon.

6m

b) The personal working in the hall of a standard quality restaurant are

- Chief porter
- Assistant porter
- Messengers
- Groom (bell boy)
- Luggage carrier
- Lift attendants
- Drivers
- Hunter
- Reception
- Concierge

7m

c) Characteristics of a top quality restaurant are

- V.I.P services
- Modern equipments
- Qualified staff
- Complete service and well service.

2m