



The Organisation for Tourism
and Hospitality Management

SAMPLE EXAM PAPER

OTHM Individual Certificate in Front Office Management

Date: TBA

Time: TBA

3 hours duration

Answer Four questions only

All questions carry equal marks

Do not repeat the question in the answer but show clearly the number of the question you are answering on the appropriate pages of the answer book. Questions may be answered in any order.

Rough workings should be included in the answer book and ruled through after use.

Question 1

a) Explain the duties of a receptionist. 10 Marks

b) Explain what qualities/attributes a receptionist should have. 15 Marks

Total 25 marks

Question 2

a) Explain the importance of (i) accuracy and (ii) tidiness in managing a front office environment? 8 Marks

b) What is the purpose of handover time? 8 Marks

c) When should the House Keeping list be prepared and what does it show? 9 Marks

Total 25 marks

Question 3

a) Why are advance reservations important to hotel managers? 8 Marks

b) List **five** security threats to guests? 5 Marks

c) How should a guest be welcomed? 5 Marks

d) If when a guest arrives 'first impressions are vital', how important is the farewell to a guest? 7 Marks

Total 25 marks

Question 4

a) Explain why the reception is often called **the nerve centre** of a hotel? 10 Marks

b) Explain what the outcome of poor communication would be between guests and departments. 15 Marks

Total 25 marks

Question 5

Explain the following terms:

- a) A walk in/chancers
- b) Black list
- c) Returners
- d) Take or place
- e) Stop & go
- f) Alien
- g) Runners
- h) Room changes

Total 25 marks

Question 6

- a) Explain the use of petty cash and the importance of keeping an accurate control of this system.

8 Marks

- b) What is a float and explain how this is used?

8 Marks

- c) How does a computerised system help the efficiency of the front desk at departure time?

9 Marks

Total 25 marks

Question 7

- a) What are the key requirements of the Hotel Proprietors Act of 1956?

8 Marks

- b) Explain the right of **Lien**?

8 Marks

- c) Should the right of **Lien** be evoked and if it were evoked, how must it be done?

9 Marks

Total 25 marks

Question 8

- a) Explain the types of services hotels supply and how they are relevant to the customer?

9 Marks

- b) Explain **upselling** and its importance?

8 Marks

- c) Explain different methods hotels might use to acquire guests?

8 Marks

Total 25 marks