



SAMPLE EXAM PAPER – MARK SCHEME

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

- 3 key points to be made/maximum 3 marks for each plus one mark for quality and presentation of answer.

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

15 Marks

- 4 key points to be made/maximum 3 marks for each 3 additional marks for quality and presentation of answer.

Total 25 marks

Question 2

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

10 Marks

- 5 marks to be awarded for a discussion of accuracy and 5 marks to be awarded for a discussion focused on the importance of tidiness.

b) What is the purpose of handover time?

6 Marks

- Discussion to focus on issues such as problems that have arisen during shift, consistency of provision and so on. 2 marks to be awarded for each point made, to a maximum of 6 marks

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

9 Marks

- Maximum of three marks for a description of what a House Keeping list is; 3 marks for an explanation of when the House Keeping list should be prepared and 3 marks for explaining what it shows.

Total 25 marks

Question 3

a) Why are advance reservations important to hotel managers?

8 Marks

- 3 marks for providing an explanation as to what advance reservations are and 5 marks for explaining the importance of these to hotel managers.

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

5 Marks

- One mark for each security threat listed together with a brief explanation of its relevance.

c) How should a guest be welcomed?

5 Marks

- Clear ideas as to how a guest should be welcomed e.g. salutation, enquiry as to journey to the venue etc. One mark for each relevant step stated.

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

7 Marks

- Relevance of the farewell needs to be acknowledged i.e. how customer treated, speed of processing final bill, enquiry as to how the client found the stay to be established and any problems that have arisen dealt with. Needs to be seen as fundamental to whether client will return or not. 2 marks for each relevant point made (up to a total of 6 marks) and one mark for presentation/quality of answer.

Total 25 marks

Question 4

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

10 Marks

- Explanation as to what a nerve centre is = 3 marks
- Relevance of this to a hotel with some explanation = maximum 7 marks

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

15 Marks

- Explanation of the role of communication in a hotel environment = 3 marks
- Explanation of what is understood by poor communication = 4 marks
- Application of understanding of how poor communication between guests and departments might impact on ongoing relationships = 8 marks

Total 25 marks

Question 5

Explain the following terms:

- A walk in/chancers
- Black list
- Returners
- Take or place
- Stop & go
- Alien
- Runners
- Room changes

- 3 marks for each correctly answered term and one mark for presentation/quality of answer overall.

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

- Maximum 4 marks for a discussion on the use of petty cash and 4 marks for a discussion regarding accurate control of this

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

8 Marks

- Maximum 4 marks for a discussion on what a float is and 4 marks for a discussion on how a float is used

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

9 Marks

- Discussion of the role of computers in terms of providing front desk services = maximum 4 marks
- Specific explanation as to how such systems help front desk efficiency at time of departure = additional maximum 5 marks

Total 25 marks

Question 7

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

12 Marks

- 3 marks for each relevant point made, to a maximum of 12 marks

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

4 Marks

- Brief explanation of what the right is = 4 marks

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

9 Marks

- Clear argument either in favour of keeping lien or evoking this = maximum 5 marks
- Clear explanation as to the process for evoking this right = maximum 4 marks

Total 25 marks

Question 8

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

12 Marks

- A minimum of three services to be explained – 2 marks for each service specified, to a maximum of 8 marks
- Clear explanation of how these services are relevant to the customer – maximum 4 marks for each explanation

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

5 Marks

- Explanation of what upselling means = 2 marks
- Explanation of its importance/relevance = 3 marks

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

8 Marks

- Explanation of a variety of methods used to acquire guests, e.g. advertising, website, word of mouth – 2 marks for each method cited and briefly explained to a total of 8 marks.

Total 25 marks