

SECTION A: 20 MARKS
BAHAGIAN A: 20 MARKAH

INSTRUCTION:

This section consists of **TWENTY (20)** objective questions. Mark your answers in the OMR form provided.

ARAHAN:

*Bahagian ini mengandungi **DUA PULUH (20)** soalan objektif. Tandakan jawapan anda di dalam borang OMR yang disediakan.*

SECTION B: 80 MARKS
BAHAGIAN B: 80 MARKAH

INSTRUCTION:

This section consists of **FOUR (4)** structured questions. Answer **ALL** questions.

ARAHAN:

Bahagian ini mengandungi EMPAT (4) soalan berstruktur. Jawab semua soalan.

QUESTION 1
SOALAN 1

CLO1
C2

- (a) Identify **FIVE (5)** types of front office personnel.

Kenalpasti LIMA (5) jenis kakitangan kaunter hadapan.

[5 marks]
[5 markah]

CLO1
C2

- (b) Determine Front Office Receptionist job specification.

Kenalpasti spesifikasi tugas 'Front Office Receptionist'.

[5 marks]
[5 markah]

CLO1
C2

- (c) Explain **FOUR (4)** factors which affect room rates in hotel industry.

Terangkan EMPAT (4) faktor yang mempengaruhi kadar bayaran bilik di industri hotel.

[10 marks]
[10 markah]

QUESTION 2**SOALAN 2**CLO2
C3

- (a) Choose and explain
- FOUR (4)**
- forms of nonverbal communications.

Pilih dan terangkan EMPAT (4) bentuk komunikasi tanpa lisan.[8 marks]
[8 markah]CLO2
C3

- (b) List
- EIGHT (8)**
- principles of effective listening.

Senaraikan LAPAN (8) prinsip keberkesanan dalam mendengar.[8 marks]
[8 markah]CLO2
C3

- (c) Why self-personality is important for Front Office Assistants?

Kenapa keperibadian diri sangat penting di kalangan 'Front Office Assistant'?[4 marks]
[4 markah]

QUESTION 3**SOALAN 3**CLO2
C3

- (a) List
- FIVE (5)**
- guidelines on maximizing revenue.

Senaraikan LIMA (5) garis panduan untuk memaksimumkan keuntungan.

[5 marks]

[5 markah]

CLO2
C3

- (b) Prepare
- FIVE (5)**
- guidelines on answering a telephone call.

Sediakan LIMA (5) garis panduan bagaimana untuk menjawab telefon.

[5 marks]

[5 markah]

CLO2
C3

- (c) Choose and explain
- FIVE (5)**
- communication skills for Front Office staff.

Pilih and terangkan LIMA (5) kemahiran berkomunikasi untuk staf kaunter hadapan.

[10 marks]

[10 markah]

QUESTION 4**SOALAN 4**CLO2
C3

- (a) Discuss how front office staff can increase the room sales and maximise income.

Bincangkan bagaimana staf kaunter hadapan dapat meningkatkan jualan bilik dan memaksimumkan pendapatan?

[4 marks]

[4 markah]

CLO2
C3

- (b) Choose and explain **TWO (2)** contemporary technology devices used in front office operation.

*Pilih dan terangkan **DUA (2)** peranti teknologi kontemporari yang digunakan di operasi kaunter hadapan.*

[8 marks]

[8 markah]

CLO2
C3

- (c) Prepare **EIGHT (8)** guidelines to carry out effectively by giving direction to guest.

*Sediakan **LAPAN (8)** garis panduan untuk memberi arah kepada pelanggan secara efektif.*

[8 marks]

[8 markah]

SOALAN TAMAT