

101106T4HKA

HOUSEKEEPING MANAGEMENT LEVEL 6

HOS/OS/HK/CR/02/6

Manage Front Office Operations

July/August 2025



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

PRACTICE ASSESSMENT

Time: 3 HOURS

CASE STUDY

You are a receptionist at Ocean Pearl Hotel, a 4-star hotel located along the beautiful coast of Mtwapa. Your team is preparing to check in a tour group called Silver Horizon, who booked their stay one month ago by a tour operator.

The group has 6 guests travelling from Kisumu. They will be staying for 2 nights in standard rooms before going to a conference in Malindi and the group leader is Mr. Denis Onyango.

As the group arrives and you begin checking them in, you notice that there are still 3 deluxe rooms and 1 junior suite available. These rooms are larger and have better views.

While handing out the room keys, Miss Evalyn, one of the guests, becomes upset. She says she asked for a high-floor room with a sea view, but her room is on the 2nd floor, where the view is blocked by palm trees. She is clearly unhappy and is known to be a demanding guest from her past visits.

INSTRUCTIONS TO CANDIDATE:

1. You are required to perform the following tasks (70 marks)

Task 1-Receive and check-in the group

Task 2-Carry out upselling and negotiation

Task 3-Handle a difficult customer.

2. You have been provided with the following resources for the practical tasks:

- i. A simulated front office area.
- ii. Seats
- iii. Foolscape
- iv. Brochures
- v. File
- vi. Pens
- vii. Clipboard
- viii. Key cards
- ix. Welcome drink.
- x. Jug
- xi. Juice glasses
- xii. Tray
- xiii. Rooming list template.