

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI 600 086
(For candidates admitted from the academic year 2011-2012 & thereafter)

SUBJECT CODE: 11EL/FC/FM43

B. A./B.Sc. DEGREE EXAMINATION, APRIL 2014
FOURTH SEMESTER

COURSE : VOCATIONAL COURSE – FOUNDATION ENGLISH
PAPER : FRONT OFFICE MANAGEMENT
TIME : 3 HOURS **MAX. MARKS : 100**

I. Answer any TWO of the following in about 500 words each: (2x15=30)

- a. What are the major similarities and differences between the Front Office staff of Hotels and of Hospitals in their treatment of the customers?
- b. Classify hotels according to location, type of clientele and facilities.
- c. The front office in a hotel is more important than the other departments – Discuss.

II. Write short notes on any FIVE of the following: (5x3=15)

- a. Travel desk
- b. Check-in procedure
- c. Concierge
- d. Sold out
- e. Room service
- f. Walk in
- g. Scanty baggage

III. Answer any TWO of the following in about 500 words each: (2x15=30)

- a. Write about the functions of the different departments of a hospital.
- b. Effective communication is essential in a hospital set up, though there are many barriers to communication. Explain with examples.
- c. Describe the different types of hospitals classified on the basis of ownership.

IV. Write short notes on any FIVE of the following: (5x3=15)

- a. Nurse to bed ratio
- b. Medical Insurance
- c. Alternative therapy
- d. Pediatrics
- e. Plastic surgery
- f. Right to confidentiality
- g. Alternative therapy

V. Answer the following: (2x5=10)

- a. You are the Front Office Executive at Hotel Trident, Chennai. Mr. Richard Parker who was staying in a double deluxe room has consumed all the chocolates and Pepsi kept in the mini-bar. At the time of checking out, he picks up a quarrel at the Front Office for including the mini-bar items in the bill. How will you manage the situation? Write a dialogue in about 7 exchanges.

OR

- b. You are a Front Office staff at Hotel Park. One of your regular VIP guests walks in without prior reservation. There is no vacant room and the guest is getting impatient. How will you deal with this situation? Write a dialogue in not less than 7 exchanges.
2. a. You are the Front Office Executive at Apollo Hospital, Teynampet. The local MLA is planning to visit a celebrity patient who is undergoing treatment at the hospital. The PA to the MLA requests you to stop all visitors from visiting the in-patient wards for one hour. Write a dialogue in about seven exchanges, showing your deft handling of the situation.

OR

- b. You are the Front Office Manager at KMC Hospital. A man comes to the Front Office and complains that his wife has delivered their fifth girl child and he wants to exchange this girl for a boy. Write a dialogue in about 7 exchanges showing how you will deal with the situation.
