# STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI 600 086 (For candidates admitted from the academic year 2004 – 05 & thereafter)

**SUBJECT CODE: VC/FC/HM43** 

#### B. A. DEGREE EXAMINATION, APRIL 2007 FOURTH SEMESTER

COURSE : VOCATIONAL COURSE – FOUNDATION ENGLISH

PAPER : ENGLISH FOR HOTEL AND HOSPITAL MANAGEMENT

TIME : 2 HOURS MAX. MARKS : 50

#### SECTION - A

## I Answer any TWO in about 200 words each: (2x10=20)

- a) The image of a hotel is enhanced by the manner of dress, communication, personal conduct and efficiency of the Front Office staff. Elucidate.
- b) How are hotels categorized by location? Comment on the kind of guests these hotels receive.
- c) Give an account of the procedure followed at the time of the guest's arrival and at the time of his/her checking out.
- d) What are the duties of the Housekeeping Department?

## II Explain any TWO of the following:

 $(2x2\frac{1}{2}=5)$ 

- a) Sold Out
- b) Walk-in guests
- c) No shows
- d) American Plan
- You are a Front-Office Assistant at a Five-Star Hotel and one day a guest arrives with her pet dog (a Doberman) and asks for a double room for herself and her pet. How would you handle the situation? Write a dialogue between yourself and the guest, with at least five exchanges. (5)

#### SECTION - B

# I Answer any ONE in about 200 words:

**(5)** 

- a) What are the differences between Voluntary Hospitals and Private Hospitals in terms of management and service?
- b) What is the role of the hospital administrator in the smooth functioning of the hospital?

# II Explain any FIVE of the following terms:

**(5)** 

- a) Gynaecology
- b) Osteoporosis
- c) Urology
- d) HIV
- e) Neurology
- f) Angioplasty
- g) Endoscopy

#### III Answer any TWO of the following:

(2x5=10)

- a) The role of the nurse is more significant than that of the doctor with regard to patient care. Why?
- b) Explain the procedure followed from the time of admission of the patient to the time of discharge.
- c) In a Public Hospital, a doctor administered wrong medication to a patient suffering from viral fever and the patient developed renal failure. Can the patient go to the consumer court? Why? Give your comments.

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