

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: (2x2½=5)

- a) Sold Out
- b) Walk-in guests
- c) No shows
- d) American Plan

III 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?

