

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 2008
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) It is possible for the front office staff to establish the image of a hotel to a certain extent by their behaviour. To what extent do you agree or disagree with this statement. Why?
- b) Give an account of the facilities offered in different types of hotels.
- c) How do the front office and the housekeeping department coordinate with each other?
- d) What are the duties of the reservation desk and the information desk?

II Explain any TWO of the following: (2x2½=5)

- a) Sold Out
- b) Walking the guest
- c) A la carte and buffet
- d) Continental Plan

III You are a staff in the housekeeping department of a Five-Star Hotel and one day a guest shouts at you because she has found a rat in the room. How would you handle the situation? Write a dialogue of at least five exchanges between yourself and the guest.

(5 marks)

SECTION – B

I Answer any ONE in about 200 words: (5 marks)

- a) Give details of the rights of patients.
- b) How are hospitals classified based on ownership?

II Explain any five of the following terms: (5 marks)

- a) ECG
- b) Inoculation
- c) Urology
- d) HIV
- e) Neurology
- f) Anorexia
- g) Paediatrics

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) Comment on the significance of medical records.
- c) You are a front office staff in a Public Hospital and the relative of a patient is annoyed because you are not able to direct her to the room where a little girl whose pet name is 'Baby' is admitted. Write a dialogue of at least 5 exchanges.

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