

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 2016
FOURTH SEMESTER

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

SECTION – A

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

- a) The Front Office is the face of any organisation. Justify this statement describing the various roles of the Front Office staff.
- b) The Front Office of a hotel is the liaison between the customer and the other departments of a hotel. Justify with the help of a Guest Cycle Stay diagram.
- c) Discuss the classification of hotels based on the Star System.

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

- | | |
|-----------------------|--------------------|
| a) Penthouse suite | e) Rotel |
| b) Presidential suite | f) Downtown Hotel |
| c) Lift lobby | g) Walking a guest |
| d) C- form | |

SECTION – B

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

- a) Why are the skills required by the front office personnel in a hospital different from that of a hotel? Explain with reference to the difference in service offered.
- b) How are hospitals classified on the basis of ownership?
- c) Enumerate and explain the rights of patients at the time of admission to a hospital.

IV. Explain any five of the following in about 200 words:

(5×3=15)

- a) Hospital administrator
- b) incinerator
- c) medical waste
- d) Nephrology Department
- e) Glucose Tolerance Test
- f) Medical record
- g) Neonatology Department

V. Answer the following:

(2×5=10)

- a) Mr Ramesh woke up at 2 am in the morning to find an insect fluttering inside his ear. He has come to the emergency in great pain. St. Marie's hospital does not have the equipment or an ear surgeon to extract the insect. As the Front Office executive write a dialogue of about 7 exchanges explaining that he has to go immediately to MERF to get the insect extracted.

OR

You are the Front Office executive of Malar Hospital. Mr Sunil Singh aged 80 has just been discharged after a stay of 8 days (and nights) in the cardiology ICU. However his daughter Ms Sujata has been charged for 9 days (and nights) of stay. Write a dialogue of about 7 exchanges, how you will handle the situation.

- b) You are the Front Office manager of Chertala Lake Resorts. You have just received information that, a customer is on a houseboat attached to the resort is extremely sea sick. Write a telephonic exchange of about 7 dialogues trying to help him to handle the situation.

OR

You are the Front Office manager of Hotel Grand. You have received a call from a customer that the temperature control of the air conditioner is not working properly and the room is too cold. Write a dialogue of about 7 exchanges, how you will handle the situation.
