

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI 600 086
(For candidates admitted during the academic year 2015–16)

SUBJECT CODE:15EL/FC/FM43

B.A. DEGREE EXAMINATION, APRIL 2017
FOURTH SEMESTER

COURSE : FOUNDATION CORE
PAPER : FRONT OFFICE MANAGEMENT
TIME : 3 HOURS

MAX. MARKS: 100

SECTION – A

I. Answer any two of the following in about 500 words: (2×15 = 30)

- a) Draw a guest cycle scheme and explain the front office's role as a facilitator between guests and other hotel departments.
- b) What is the information required to make a reservation for a guest in a hotel? With the help of a flow chart give a brief account of the check- in procedure in hotels.
- c) Give a brief overview of the various sections of a hotel and their functions.

II. Explain any five of the following in about 200 words: (5×2 = 10)

- a) Concierge
- b) Lift lobby
- c) B & B
- d) C form
- e) Cabana
- f) Scanty Baggage
- g) Folio

III. Answer the following: (1×10 = 10)

- a) An intoxicated guest has picked up a fight with the valet claiming that his car was damaged. You are the front office manager of The Heritage Hotel, Chennai. Write in about 5- 7 dialogues how you will manage the situation.

OR

- b) You are the front office manager at Madikeri hill resort (117 kms from Mysore). A family with a small child checked in but soon realised they had misplaced the child's allergy medications. The anxious parents approach the front office seeking help. Explain in about 5 - 7 dialogues how you will manage the situation. Madikeri town market has a well stocked pharmacy and the resort has a physician on call.

SECTION – B

I. Answer any TWO of the following in about 500 words: (2×15=30)

- a) Explain in detail the rights of a patient.
- b) How are hospitals classified on the basis of ownership? Give examples for each.
- c) Elaborate on the importance of a front office to a medical facility.

II. Explain any FIVE of the following in about 200 words: (5×2 = 10)

- a) ICCU
- b) General hospital
- c) Immunization
- d) Hospital administrator
- e) OTC drugs
- f) Multispeciality hospital
- g) Discharge summary

III. Answer the following: (1×10 = 10)

- a) You are the front office executive of Kauvery Hospital, Chennai. A woman enquires about master health checkup plans offered by the hospital. Write in about 5-7 dialogues how you will manage the situation.

OR

- b) You are handling the front office in Rigid Hospital, Chennai. A middle aged man arrives complaining of acute pain right arm. He says he has been feeling very uneasy. Explain in about 5 - 7 dialogues how you will manage the situation.
