

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

SUBJECT CODE : 15EL/FC/FM43

B.A./B.Sc. DEGREE EXAMINATION, APRIL 2018
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 x 15 = 30)

1. What are the important duties of a Front Office Executive in any organisation?
What are the attributes and skills required to fulfill these?
2. Explain the interaction of the front office in a hotel with the housekeeping department.
3. Explain the process of check-in at a hotel.
4. Describe any three kinds of hotels classified on the basis of location. Give examples for each.

II. Write short notes on any five of the following: (5 x 3 = 15)

1. Interconnecting rooms
2. Time stamping
3. Heritage hotels
4. Room status report
5. Presidential suite
6. Continental plan
7. Cabana

SECTION - B

III. Answer any two of the following in about 500 words each. (2 x 15 = 30)

1. Explain the specific duties of the Front Office Executive in the diagnostic department of a hospital.
2. Explain the role of the front office in a hospital in a medico-legal case.
3. What is the role of a hospital administrator?
4. Write an essay on medical records and their importance.
5. Explain any three hospitals classified on the basis of ownership. Give examples for each.

IV. Write short notes on any five of the following:**(5 x 3 = 15)**

1. Nurse to patient ratio
2. Right to confidentiality
3. The difference between psychology and psychiatry
4. Superspeciality and multispeciality hospitals
5. OTC, prescription and Schedule H drugs
6. Nephrology and urology
7. Biopsy

SECTION - C**V. Given below are some situations in hotels and hospitals. Write a dialogue of not less than five exchanges showing the interaction between the Front Office Executive and the concerned person.****(2 x 5 = 10)**

1. You are the Front Office Executive in Hotel Pleasant, Besant Nagar, Chennai. Mrs. Karthika had earlier reserved an interconnecting room for herself, her husband and her parents-in-law. When she came to check-in, however, the room was not available due to some error in the reservation software.

(OR)

You are the Front Office Executive in Hotel Pleasant, Besant Nagar, Chennai. Mr. Khan comes to check into the single room he had reserved. He has brought his pet cat with him. The hotel policy does not allow pets in the rooms, but the hotel has a pet care centre where they can be kept. Mr. Khan was informed of this by email at the time of confirmation of the reservation. But Mr. Khan is adamant that he wants his cat in his room with him.

2. You are the Front Office Executive at Arogya Hospitals, Chennai. Mr. B. Sridhar's blood report has been inadvertently given to Mr. S. Sridhar. Mr. B. Sridhar is diabetic while Mr. S. Sridhar is not. Based on the report, Mr. S. Sridhar had been started on medication to control his sugar levels, resulting in some complications. When the mistake was discovered, Mr. S. Sridhar is quite angry and has come to complain rather loudly.

(OR)

You are the Front Office Executive at Arogya Hospitals, Chennai. A passerby has brought a young man who was hit by a passing vehicle. The man's arm seems to be fractured.
