

**2023**

**BBA(HM) 5th Semester Examination**

**BBA (Hospital Management)**

**Front Office Management**

PAPER : DSE-1B

Full Marks : 40

Time : 2 hours

*The figures in the right-hand margin indicate marks.*

*Candidates are required to give their answers  
in their own words as far as practicable.*

*Illustrate the answers wherever necessary.*

Answer **all** questions.

1. Answer *any* **five** of the following questions :

2×5=10

(a) What do you mean by EPBX system?

(b) Define team work.

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- (c) What is room tariff card?
- (d) Mention any two documents required for front office accounting.
- (e) What is bell desk?
- (f) What does DNA mean?
- (g) Define Pre-arrival.
- (h) Who is a receptionist?

2. Answer *any four* of the following questions :

5×4=20

- (a) State the importance of front office management.
- (b) What are the different sections of front office?
- (c) List all the activities performed by the reception.
- (d) Why team building is necessary for managing front office effectively?
- (e) Write a brief note on time-motion study.

( 3 )

(f) What are the qualities needed for a good front office representative.

3. Answer *any one* of the following questions :

10×1=10

(a) What are the attributes of a good reception? Elaborate. What do you mean by interdepartmental communication?

5+5=10

(b) As a receptionist, how will you take the check-in of the VIP guests?

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*or*  
*QED*