2026

4th Semester Examination (CCFUP : NEP)

BBAHM

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Paper : MJ 7-T

(Single Core Major)

(Front Office Management)

Full Marks : 60 Time : Three Hours

The figures in the margin indicate full marks.
Candidates are required to give their answers in their own words as far as practicable.

Group - A

Answer any ***five*** questions : 2×5=10

1. Define front office management.
2. Mention any two functions of the front office department.
3. What is telephone etiquette?
4. Name any two equipment used in the front office department.
5. Mention any two qualities of a good telephone operator.
6. Mention any two qualities of a good receptionist.

P.T.O.

7. Differentiate between general and emergency admission.

8. Write any two importance of feedback desk.

Group - B

Answer any ***four*** questions : 5×4=20

9. Describe the major functions of the cash and bill section.

10. Explain the layout and location of the front office department.

11. Explain some characteristics of a good front office representative.

12. Describe the staffing pattern of the front office department.

13. Explain the process of patient admission in hospitals.

14. Explain the characteristics of an effective team in the front office department.

Group - C

Answer any ***three*** questions : 10×3=30

15. Define paticnt discharge. Discuss various methods of patient discharge in a healthcare industry. 2+8

16. Explain the importance of reception services and the qualities of an effective receptionist. 5+5

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17. Write short notes on : 5+5

    (i) Time-Motion study

    (ii) Interdepartmental Communication

18. Explain the job description and qualities required for employees working in the front office department.

19. Explain the problem areas of the front office department and suggest measures to improve departmental efficiency.

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