CENTRAL BHARAT SEVAK SAMAJ

NATIONAL DEVELOPMENT AGENCY, ESTABLISHED IN 1952 BY PLANNING COMMISSION, GOVT. OF INDIA

CENTRAL BOARD OF EXAMINATIONS

BSS NATIONAL VOCATIONAL EDUCATION MISSION

AHS030-BSS DIPLOMA IN HOSPITAL FRONT OFFICE MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

AHS030-01 COMMUNICATIVE ENGLISH & COMPUTER FUNDAMENTALS

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) _____ command cancels last change we made to a document

2) We use _____ to make presentations.

3) Ctrl+V is the short cut for _____

4) The expansion of WAN is _____

5) The expansion for RAM is _____

6) Verb is an _____ word

7) I am going _____ an exhibition

8) Let the door _____ opened

9) _____ boy who got the first rank is my nephew

10) The cow is _____ useful animal

11) Ravi is a good boy but _____ is lazy

12) Every Sunday they _____ tennis. (play)

13) _____ you an English-Malayalam dictionary?

14) We are indebted _____ our teachers

15) Kanjeepuram is famous _____ its temple.

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) C P U
2) Spreadsheet
3) ROM
4) System Tray
5) E-mail
6) Application Software
7) Internet
8) Clause
9) Preposition
10) Transitive Verb
11) Abstract Noun
12) Subject
13) Active Voice
14) Articles
15) Predicate

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Explain about input devices and devices acting as both input and output device.
2) Name 5 computer languages with its full form, if applicable, used in computer programming.
3) Explain Cut, Copy and 'Paste'
4) CPU
5) Write down the formulas for calculating 37 percentage of the figure entered in cell d1 and average of 10 figures entered in cells a1 to a10 in MS Excel.
6) Rahul typed a sentence in MS Word. He then deleted it. Can he regain the sentence? If so which option will help him? Write any method you like.
7) System Software
8) Application Software with two examples

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) There are two methods to create a table in MS Word. Explain both the methods.
2) Explain about M S Excel and its advantages.
3) What are the advantages available in MS-WORD?
4) How to create a new folder and delete a folder
5) Explain different parts of a computer and its functions

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AHS030-BSS DIPLOMA IN HOSPITAL FRONT OFFICE MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

AHS030-02 PRINCIPLES OF MANAGEMENT

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) An organization can work properly only when there is good _____.

2) The process of filling all the positions in the organization with qualified staff is called _____.

3) Planning involves finding out the _____ and selecting a course of action to reach these.

4) Exchange of _____ or ideas between people using a common shared method is called communication.

5) Eye contact generally indicates _____.

6) Personality is a relatively stable set of characteristics that influence a person's _____.

7) Study of personality is important for managers in order to understand employees and to help achieve maximum _____.

8) A certain amount of normal stress called _____ is of benefit.

9) Disadvantages of distress include medical illness like _____.

10) Types of Motivation are _____.

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Lateral communication
2) Planning
3) Steps in management
4) Negative motivation
5) Positive motivation
6) Motivation
7) Distress
8) Eustress
9) Types of Personality
10) Body Language
11) Stress
12) Personality
13) Non verbal communication
14) Communication
15) Management

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) What are the causes of stress? Explain the response to stress.
2) Why is the study of personality important in jobs? What does personality include?
3) What are the different types of personality and write about features of each type.
4) What is body language and write notes about different ways it occur.
5) What are the different directions of communication in an organization? Write notes about each.
6) What is the importance of communication? Write a short note on it.
7) What is the importance of planning?
8) What is management and where is it needed? What is its features?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) What is stress and what are the different stages of stress?
2) What is personality and what are the factors which determine personality? Write in detail.
3) What is non verbal communication? What are the different methods?
4) What are the functions of communication? What are the uses of communication? What is required for good interpersonal relationship?
5) What is management and write in detail about the steps in management.

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AHS030-BSS DIPLOMA IN HOSPITAL FRONT OFFICE MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

AHS030-03 HOSPITAL MANAGEMENT

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) _____ make a society.

2) Hospitals provide care and preventive measures for _____ Diseases.

3) _____ is a system of medicine evolved in India.

4) Computers help in making billing service, _____ And more efficient.

5) Primary Health Care centres give basic health care and _____.

6) It is the _____ Of the patient to ask for a detailed bill.

7) _____ is a system of medicine developed in Germany by Hahnemann.

8) The doctor is the leader in providing patient care but the _____ plays a role in helping the doctor.

9) A hospital is a _____ Organization.

10) _____ or client are other names for Patient used by Government Agencies, Insurance Companies and patient groups.

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Society.
2) Scope of Services.
3) Computers in Billing Services Classification of hospitals based on.
4) Unani Medicine
5) Secondary Hospital
6) Corporate Hospital
7) Billing Services
8) Bill
9) Siddha System of Medicine
10) Primary Hospital
11) Ayurveda
12) Tertiary Health Care
13) Patient Care
14) Hospital
15) Patient

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Note on classification of hospitals based on the nature of medical services given.
2) What is billing services and what are the types of bills in a hospital?
3) What is the importance of a bill in a hospital?
4) What are the advantages of computers in billing services?
5) What are the common problems faced in billing services? How do you overcome them?
6) What are the different systems of Medicine followed?
7) What are the importance of hospital services to the patient?
8) Write short note on classification of hospitals based on control.

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) What are the different ways hospitals are classified? Write in detail about classification of hospitals based on control.
2) What is Billing Service in a hospital? Draw a sample bill. What are the common problems faced in billing?
3) What is the role of computers in Billing Services. State the advantages of using the computer.
4) Write in detail about the role of hospitals in society.
5) Write an essay about the role of hospital management in the running of a hospital.`

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AHS030-BSS DIPLOMA IN HOSPITAL FRONT OFFICE MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

AHS030-04 HOSPITAL FRONT OFFICE MANAGEMENT

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) Reception is the face of the hospital creating _____ of the services.

2) Receptionist is a person who _____.

3) Receptionist must have good _____.

4) Front office can be divided into a _____ area and a consultation area.

5) Registration should be renewed from the date of initial registration after a _____ period.

6) _____ is the condition requiring immediate care to the patient especially those who are in a serious condition.

7) _____ are questions asked by patients and relatives.

8) The _____ services provide the main contact of the hospital with the public.

9) During the past few years most hospitals are converting to paperless or _____.

10) In hospitals without an EMR _____ systems is followed.

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) First impression
2) Referral OP
3) OP Services
4) OP Register
5) Manual Filing System
6) E M R
7) Advantages of EMR
8) Types of OP Services
9) Out Patient
10) Emergency
11) Queries
12) Renewal of registration
13) Registration
14) Receptionist
15) Reception

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Where should the front office be located?
2) What is the importance of registration number?
3) What is consultation and give the steps in the process of consultaion.
4) What details should be entered in OP register and IP register? Where should each register be maintained?
5) What are the different types of OP services?
6) What is emergency OP or Casuality and where should it be located?
7) What are the disadvantages of Manual filing system?
8) What are the objection of the front office department and give a chart with organization of front office department?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) What is the ideal location for OP Department? Give the advantages and disadvantages of IP& OP being separable but close together.
2) What are OP services? Who is an out patient and what are the objectives and scop of OP services?
3) What is Emergency and how is such a case dealt with on reaching the reception?
4) What are queries? What are all the queries usually regarding and who handles these?
5) What is a Receptionist and write in detail about the qualities of the receptionist? What details should the receptionist know?