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

HMTS013-BSS DIPLOMA IN FRONT OFFICE MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS013-01 COMMUNICATIVE ENGLISH AND 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) Verb is an _____ word

2) A cat is _____ the table.

3) _____ You will pass.

4) _____ is father of computer

5) Computer is an _____ device

6) I waited for _____ hours

7) _____ are where the text is typed

8) In Windows _____ function key used to get help

9) Computer is an electronic _____

10) Ctrl+Y is the short cut for _____ to grid

11) CPU stands for _____

12) Shortcut Key for Cut is _____

13) Esc used for _____

14) Mouse is an _____ device.

15) He _____ studying in our Institute

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

1) Define what is demonstrative pronoun?
2) Define the adjectives words?
3) What are the types of letters?
4) What is meant by adverb?
5) Define kinds of adjectives?
6) Backup
7) What is the difference between Notepad and Wordpad
8) computer
9) Status bar
10) Pattern
11) Explain Header and Footer
12) Define WWW in internet.
13) Short notes on "Kinds of noun"?
14) Define keyboard?
15) Explain Cut, Copy, Paste

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

1) Define usage of interjection?
2) Explain RAM and ROM
3) Explain types of computer
4) Print preview
5) Symbols and pictures
6) Shift+functions of the keys
7) Curve Tool
8) Write about Memory device?

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

1) Write a letter to the station master requesting him to reserve two coaches for your school excursion party
2) Write what in complex sentence
3) Explain structure of computer
4) Write all Internal Commands in dos and explain it.
5) Explain in detail about MS Word?

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HMTS013-BSS DIPLOMA IN FRONT OFFICE MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS013-02 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) The easy updating of information rack can be called as _____ system.

2) The responsibilities of guest room keys _____ rest with.

3) Front office active _____ hours.

4) House count is number of _____

5) A sofa with fixed back and arms that unfolds into a standard single is called _____

6) _____ connect all out going and in coming call

7) To negotiate the delivery dates and other terms & conditions is one of the function of _____

8) _____ is used to record petty cash transactions

9) _____ fair for the executive passengers

10) Front office staffs are _____ for guest who want information or want to information

11) _____ hotels are located in heart of the city.

12) In charge of the bell desk is _____

13) The booking dairy is usually kept an a _____

14) The lead in hotel keeping was taken by the emerging nations of _____

15) _____ is head of the front office Department

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

1) What is the use of "c" form?
2) What is AP?
3) What do you mean by guaranteed Reservation?
4) What is Brunch?
5) What is a telephone manner for front office staffs?
6) Skippers
7) Write the specialities of American plan.
8) Define credit cards?
9) What is the purpose and roles of registration?
10) What is wake all procedure?
11) Write about retailer?
12) How to speak infront of the guest?
13) What is Airport Hotel?
14) Explain the different types of plan?
15) Define Lost and Found

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

1) Who will handle front office complain & How?
2) What are the principles of organization
3) What are the importance of filing system
4) Supplimentary Accommodation
5) Write the main qualities of a telephone operators.
6) What is the procedure to issue a safety deposit locker?
7) Qualitie and attributes of front office staff?
8) Explain about Lobby desk?

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

1) What is mean by record retention
2) Draw the layout of Front office and define it
3) Write about types of communication?
4) Qualities of front office staffs?
5) Write the qualities of a front office staff.

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HMTS013-BSS DIPLOMA IN FRONT OFFICE MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS013-03 PERSONALITY DEVELOPMENT SKILLS

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) Meeting new and different kinds of people is _____ step towards expanding your horizons and exposing yourself to a larger number of things
2) When somebody talks to you _____ and give them all the attention and importance
3) Being _____ is never out of fashion and is well appreciated and respected by everyone
4) _____ is just as important for your personality as your verbal communication skills
5) _____ If you think you can, you can
6) Personalities is the sum total of individual's _____
7) _____ helps individuals to express themselves in the most convincing way
8) To be born with personality is an accident, but dying with a good personality is an _____
9) Be a generous person and behave in a _____
10) Factors of personality are Biological, Social, Cultural, Physical and _____
11) Scientific method allows a second investigator to _____ the findings of a study. For ease of replication
12) _____ proposed that an individual is motivated by a hierarchy of needs.
13) ISTJ stands for _____
14) ENFP stands for _____
15) What is the age for a person to work?

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

1) What are some tips in improving personality?
2) What is scientific method?
3) Who widely cited approaches to personality development?
4) What are the effective communication skills? `
5) What are the factors of personality?
6) How to develop good personality?
7) What is the balance creating methods?
8) Who is the Doer?
9) Who is the Inspirer?
10) What is Neuroticism?
11) What are the good characters finds a person?
12) What are the Defense Mechanisms?
13) What are the adult personalities generally has three determinants?
14) What is Personality Development?
15) What's look unpresentable?

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

1) Importance of communication
2) What do you mean by oral or verbal communication
3) Write the disadvantages of typing pool
4) What are the purpose of reports
5) How many types of reports are there
6) Draw a specimen of an inward mail register
7) What are the Popular Posts in personality development?
8) Sixteen Primary Personality Traits?

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

1) State the methods of channels of communication
2) What are the methods of precis writing - step I
3) Write six point philosophy for all business letter
4) What is letter writing process
5) How to develop Positive Personality