

CBSE – DEPARTMENT OF SKILL EDUCATION

FRONT OFFICE OPERATIONS (SUBJECT CODE -810)

CLASS XII– SESSION 2019-2020

TIME: 3 HOURS

Max. Marks: 60

PLEASE NOTE THAT:

- 1. This Question Paper contains 42 (11+31) questions. A candidate needs to answer 30(7+23) questions.**
- 2. The Question paper is divided into two parts viz. Part A: Employability Skills of 10 marks and Part B: Subject Skills of 50 marks.**
- 3. Part A: Employability Skills (10 Marks):**
 - a. There are 6 questions of 1 mark each. Answer any 4 questions (1 x 4 = 4 Marks).**
 - b. There are 5 questions of 2 marks each. Answer any 3 questions. (2 x 3 = 6 Marks).**
- 4. Part B: Subject Skills (50 Marks):**
 - a. There are 12 questions of 1 mark each. Answer any 10 questions(1 x 10 = 10 Marks).**
 - b. There are 7 questions of 2 marks each. Answer any 5 questions (2 x 5 = 10Marks).**
 - c. There are 7 questions of 3 marks each. Answer any 5 questions (3 x 5 = 15Marks).**
 - d. There are 5 questions of 5 marks each. Answer any 3 questions (5 x 3 = 15Marks).**
- 5. This Question paper also has question(s) of 5 marks weightage conforming to Higher Order Thinking Skills (HOTS) as per Bloom’s revised taxonomy of cognitive learning.**

BLUEPRINT OF SAMPLE QUESTION PAPER

PART A: EMPLOYABILITY SKILLS (10 MARKS)

UNIT NO.	NAME OF THE UNIT	MCQ / FILL IN THE BLANKS/ DIRECT QUESTIONS	VERY SHORT ANSWER QUESTION	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	
I	COMMUNICATION SKILLS	1	1	2
II	SELF-MANAGEMENT SKILLS	2	1	3
III	INFORMATION AND COMMUNICATION TECHNOLOGY SKILLS	1	1	2
IV	ENTREPRENEURIAL SKILLS	1	1	2
V	GREEN SKILLS	1	1	2
TOTAL QUESTIONS		6	5	11
NO. OF QUESTIONS TO BE ANSWERED		Any 4	Any 3	7
TOTAL MARKS		1 x 4 = 4	2 x 3 = 6	10 MARKS

PART B: SUBJECT SKILL (50 MARKS)

UNIT NO.	NAME OF THE UNIT	MCQ / FILL IN THE BLANKS/ DIRECT QUESTIONS	VERY SHORT ANSWER QUESTION	SHORT ANSWER QUESTIONS	LONG/ ESSAY TYPE QUESTION	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	3 MARKS EACH	5 MARKS EACH	
1	EVOLUTION OF HOTELS IN INDIA	3	2	-	-	5
2	ETIQUETTES AND MANNERS FOR HOSPITALITY PROFESSIONALS	-	1	2		3
3	HOTEL ORGANIZATION	-	-	-	1	1
4	ORGANIZATION OF FRONT OFFICE DEPARTMENT	-	-	1	1	2
5	INTRODUCTION TO BASIC FRONT OFFICE OPERATION	3	2	-	2	7
6	SAFETY AND SECURITY IN HOTELS	2	2	-	1	5
7	PROBLEM SOLVING AND SITUATION HANDLING	2	-	2	-	4
8	RESPONSIBLE HOTELS	2	-	2	-	4
TOTAL QUESTIONS		12	7	7	5	31
NO. OF QUESTIONS TO BE ANSWERED		Any 10	Any 5	Any 5	Any 3	23
TOTAL MARKS		1 x 10 = 10	2 x 5 = 10	3 x 5 = 15	5 x 3 = 15	50 MARKS