

# CBSE | DEPARTMENT OF SKILL EDUCATION

## FRONT OFFICE OPERATIONS (SUBJECT CODE-410)

### BLUEPRINT OF THE SAMPLE QUESTION PAPER

#### FOR CLASS X (SESSION 2020-2021)

Max. Time: 2 Hours

Max. Marks: 50

#### PART A - EMPLOYABILITY SKILLS (10 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANSWER TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	
1	Communication Skills-II	1	1	2
2	Self-Management Skills-II	2	1	3
3	Information and Communication Technology Skills-II	1	1	2
4	Entrepreneurial Skills-II	1	1	2
5	Green Skills-II	1	1	2
<b>TOTAL QUESTIONS</b>		<b>6</b>	<b>5</b>	<b>11</b>
<b>NO. OF QUESTIONS TO BE ANSWERED</b>		<b>Any 4</b>	<b>Any 3</b>	
<b>TOTAL MARKS</b>		<b>1 x 4 = 4</b>	<b>2 x 3 = 6</b>	<b>10 MARKS</b>

#### PART B - SUBJECT SPECIFIC SKILLS (40 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANSWER TYPE QUESTIONS	DESCRIPTIVE/ LONG ANS. TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	4 MARKS EACH	
1	General Awareness	6	1	-	7
2	Grooming and Hygiene	5	1	1	7
3	Qualities of Front Office Staff	5	1	1	7
4	Front Office	5	1	2	8
5	Role of Computers	3	2	1	6
<b>TOTAL QUESTIONS</b>		<b>24</b>	<b>6</b>	<b>5</b>	<b>35</b>
<b>NO. OF QUESTIONS TO BE ANSWERED</b>		<b>20</b>	<b>Any 4</b>	<b>Any 3</b>	
<b>TOTAL MARKS</b>		<b>1 x 20 = 20</b>	<b>2 x 4 = 8</b>	<b>4 x 3 = 12</b>	<b>40 MARKS</b>

# CBSE | DEPARTMENT OF SKILL EDUCATION

## FRONT OFFICE OPERATIONS (SUBJECT CODE-410)

### MARKING SCHEME OF THE SAMPLE QUESTION PAPER FOR CLASS X (SESSION 2020-2021)

Max. Time: 2 Hours

Max. Marks: 50

#### General Instructions:

1. Please read the instructions carefully.
2. This Question Paper consists of **21 questions** in two sections: Section A & Section B.
3. Section A has Objective type questions whereas Section B contains Subjective type questions.
4. **Out of the given (5 + 16 =) 21 questions, a candidate has to answer (5 + 10 =) 15 questions in the allotted (maximum) time of 2 hours.**
5. All questions of a particular section must be attempted in the correct order.
6. **SECTION A - OBJECTIVE TYPE QUESTIONS (24 MARKS):**
  - i. This section has 05 questions.
  - ii. Marks allotted are mentioned against each question/part.
  - iii. There is no negative marking.
  - iv. Do as per the instructions given.
7. **SECTION B – SUBJECTIVE TYPE QUESTIONS (26 MARKS):**
  - i. This section has 16 questions.
  - ii. A candidate has to do 10 questions.
  - iii. Do as per the instructions given.
  - iv. Marks allotted are mentioned against each question/part.

## **SECTION A: OBJECTIVE TYPE QUESTIONS**

<b>Q. 1</b>	<b>Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)</b>	
i.	a) Verbal Communication	<b>1</b>
ii.	d) How to develop skills that would enhance our body's adjustment when we are subjected to the pressures of life	<b>1</b>
iii.	a) Boredom	<b>1</b>
iv.	c) Control Panel	<b>1</b>
v.	b) Expertise	<b>1</b>
vi.	c) Recycling	<b>1</b>

<b>Q. 2</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>	
i.	c) Encyclopedia	<b>1</b>
ii.	d) Necessity	<b>1</b>
iii.	b) Dehradun	<b>1</b>
iv.	b) Chandigarh	<b>1</b>
v.	a) Aizwal	<b>1</b>
vi.	c) Telangana	<b>1</b>

<b>Q. 3</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>	
i.	c) We unconsciously make some form of impression as soon as we meet.	<b>1</b>
ii.	b) The standard of the establishment	<b>1</b>
iii.	a) Covered with water-proof dressing.	<b>1</b>
iv.	c) It transfers bacteria between your mouth and hands.	<b>1</b>
v.	c) Good hygiene	<b>1</b>
vi.	b) Communication Skills	<b>1</b>

<b>Q. 4</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>	
i.	d) Stand sideways to a customer with your arms folded	<b>1</b>
ii.	a) Giving a service focused on customer needs.	<b>1</b>
iii.	c) Clothes that are neat and clean	<b>1</b>
iv.	d) Memorizing Skill	<b>1</b>
v.	c) Size of hotel	<b>1</b>
vi.	b) A guest bill	<b>1</b>

<b>Q. 5</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>	
i.	d) Bell Desk	<b>1</b>
ii.	b) Telephone Exchange	<b>1</b>
iii.	b) Reservation Desk	<b>1</b>
iv.	c) Information	<b>1</b>
v.	d) Processor	<b>1</b>
vi.	b) Data	<b>1</b>

## **SECTION B: SUBJECTIVE TYPE QUESTIONS**

**Answer any 3 out of the given 5 questions on Employability Skills (2 x 3 = 6 marks)**

**Answer each question in 20 – 30 words.**

<b>Q. 6</b>	<p>Feedback plays an important part in communication because it tells both the source and the receiver, how their messages are being interpreted.</p> <p><b>Two types of Feedback:</b></p> <ol style="list-style-type: none"> <li>1. Specific feedback</li> <li>2. Descriptive feedback</li> </ol> <p>(Any other two points)</p>	<b>2</b>
<b>Q. 7</b>	<p><b>Physical Exercise:</b> When stress affects the brain, rest of the body also feels the impact. Physical exercise in the form of walking, skipping or for that matter indulging in any sports has been found to relieve stress as they stabilize mood, improve self-esteem and induce sleep.</p> <p><b>Enjoying:</b> Recreational activities like watching movies, attending concerts, playing games, involving in adventure sports, singing, dancing or even sketching can help individuals transcend to a happier mental state and help manage stress.</p> <p>(Any other two points)</p>	<b>2</b>
<b>Q. 8</b>	<p>Some of the common signs of a virus attack are:</p> <ul style="list-style-type: none"> <li>• Computer runs very slow</li> <li>• There is change in the file size</li> <li>• Computer often stops responding</li> <li>• Unusual error message appears on the screen</li> </ul> <p>(Any other points)</p>	<b>2</b>

Q. 9	<p><b>1. Hard working:</b> In order to be successful, an entrepreneur must be very hard working. Successful entrepreneurs adapt to the habit of hard work from a very early stage.</p> <p><b>2. Independent:</b> Successful entrepreneurs like to function at their own will and rules. They dislike being guided by others. They do not prefer working for others and are the masters of their own.</p> <p>(Any other two points)</p>	2
Q. 10	<ol style="list-style-type: none"> <li>1. Use Air conditioner with doors closed.</li> <li>2. Do not keep the door of refrigerator open for too long</li> <li>3. Switch off the lights and fans while not in use.</li> <li>4. Switch off main plugs(power) of TV, computer and other gadgets.</li> </ol> <p>These are some practices that we can adopt in our daily life to conserve energy.</p> <p>(Any other points)</p>	2

**Answer any 4 out of the given 6 questions in 20 – 30 words each (2 x 4 = 8 marks)**

Q. 11	<p><b>1. Easy to Carry:</b> It is very convenient to get access to newspapers. It can be easily bought from many places and easily be carried to any place or anywhere. It can be read in the car, train, bus or airplane and at any time.</p> <p><b>2. Informative:</b> There are a variety of interesting topics in newspapers appealing to reader of all tastes. Newspapers cover a lot of topics, e.g. international and local news, stories, movies models, food etc. Everyone can choose any topics they like to read.</p> <p><b>(Any other two)</b></p>	2
Q. 12	<p>Maintaining good hygiene includes social benefits such as:</p> <ul style="list-style-type: none"> <li>• Caring body regularly can reduce body odour and improve personal appearance, subsequently improving others (employees and guests) perceptions about you.</li> <li>• Good personal hygiene is also helpful in improving self-image.</li> <li>• By being well presented, clean and tidy, people can feel more confident, especially in social situations.</li> <li>• Chances of succeeding either in work or social settings can be altered by maintenance of good hygiene.</li> </ul>	2
Q. 13	<p>Team work is considered as an essential quality of front office staff because these employees are considered as reference point. The front office staffs are required to coordinate with other departments, airlines, travel agencies and city tour officers to give the guests personalized services. Therefore, it is very essential that they need to work as a team so that right information is conveyed to guest without any delay.</p>	2

Q. 14	The concierge of a hotel is a front office professional who coordinates guests' entertainment, travel and other activities. Any time guests' have a question, such as directions to local attractions, he finds the answer as quickly as possible. In addition, he makes restaurant reservations, orders car service and may even arrange personal shopping for the guests.	2
Q. 15	Versatility is one of the most wonderful things about computer. Multiprocessing features of computer makes it quite versatile in nature. By versatility we mean the capacity to perform completely different types of work at the same time. One moment, it can be used to prepare payroll slips, the next moment you may use it for inventory management. It can perform different types of tasks with same ease. Briefly, a computer is capable of performing almost any task provided that the task can be reduced to series of logical steps.	2
Q. 16	POS stands for <b>Point of Sale</b> . Hotels that have a restaurant may employ a computerized point of-sale system/ terminal and registers that control guest checks, kitchen orders, and guest payments. Restaurant staff or stewards enter food and drink orders into the POS system, which prints KOT (kitchen order ticket) for the kitchen and bar staff that they know what to prepare.	2

**Answer any 3 out of the given 5 questions in 50– 80 words each(4 x 3 = 12 marks)**

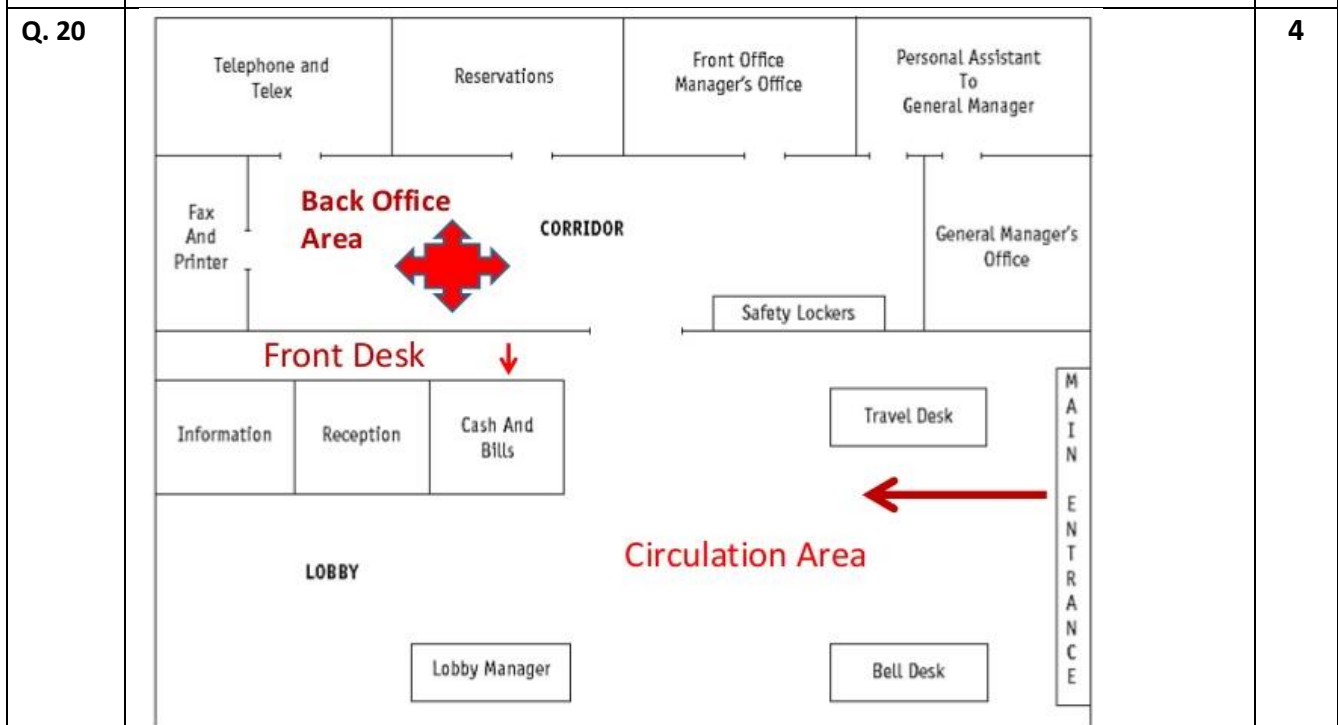
Q. 17	<p><b>1. Image Building/Enhances Organizations Image:</b> Working at a hotel means you are the face of the hotel, whether you are greeting a guest on arrival or cleaning their rooms. So, it is of utmost importance to have high personal grooming standards and be well maintained.</p> <p><b>2.Delivers Good Quality Service:</b> Employees feel good if they look good and provide services as per guests' expectations.</p> <p><b>3. Boosts Self-Confidence:</b> In hotel industry looks make a lot of difference. It boosts self-confidence and self-esteem. One feels very reassured when other people admire them and prefer to associate with them as they find them good.</p> <p><b>4. Guest Comfort:</b> A pleasing face is nice to look at. Guests like to relax in the presence of beautiful things. A pleasant face can relax the mind. Those with an aesthetic sense like to admire beautiful people and things.</p> <p><b>(Any other four points)</b></p>	4
Q. 18	<b>Physical Ability:</b> Front office operations requires the staff to stand for long hours at a stretch. The staff must be sturdy, agile, and active. At the front office desk or in the lobby area everyone performs their duty in standing for 8/10 hours every day. During working hour there is no option to sit and no seating arrangements are available for the hotel staffs as per hotel rule. Therefore, physical fitness is a must for every hotel staff especially for front office staffs where standing on duty time is essential.	4

**Etiquette and Manners:** Etiquette and Manners are the essential quality that every front office staff has to possess whether it is small or large hotel. Guests of all status come to stay in the hotel, and they are used to good manners and politeness. Especially the star level hotels are the meeting place of the social elites of the society. In this level of environment good manners, courtesy and politeness must be maintained in service. Wishing guest as per time of the day and using magic words to satisfy them are important traits of hotel staff.

**Q. 19** **Reception/Registration Desk:** This section is located in the lobby. It also allocates the room and establishes the room rate for different types of guest. The person of the section is called Receptionist and he/she has direct contact with the guest.

The functions of this section are:

1. Warmly receiving all arrival guests.
2. Perform pre-registration formalities for group, VIPs and disable guest.
3. Complete registration formalities and perform guest check-in.
4. Assign a room type and a room rate for each guest.
5. Co-ordinate closely with House-Keeping department for the cleanliness of department, guest room, room change and OOS (Out of Service)/UR (Under Repair) rooms.
6. Issue VIPs amenities voucher to the Food and Beverage service.
7. Co-ordinate closely with bell desk for luggage handling and room keys.
8. Forecast room occupancies.



**Q. 21**

Computer technology plays an important role in the hospitality and tourism industry. Today, most hospitality businesses such as: hotels, motels, food service, and beverage operations are using computers to record, report, and analyze the effectiveness of internal operations.

- i. **Reservations:** Use of computers has made the reservation or booking of rooms easy. It helps the reservation staff to rapidly check the availability of rooms when the guest calls for reserving a room. Reservation staff uses computer software programs to make reservations.
- ii. **Front Desk:** Front desk personnel use the software to check-in and check-out of guests and to print off bills. Additionally, they may check the computer to see if a room has been cleaned before checking in a guest.
- iii. **Housekeeping:** Housekeepers use the same software as front desk staff to verify which rooms are checking out and staying over each day. That way, they know which rooms to clean completely and which ones to simply tidy. Housekeepers use the software to communicate to the front desk, letting them know which rooms are clean vacant and available for check-ins.
- iv. **Night Auditing:** Night auditors use computer software for daily and overall accounting purposes. This includes reviewing the day's check-ins and check-outs, payments received and owing and complementary given out, to make sure all is in order.