

# CBSE | DEPARTMENT OF SKILL EDUCATION

## FRONT OFFICE OPERATIONS (SUBJECT CODE- 810)

### Blue-print for Sample Question Paper for Class XII (Session 2020-2021)

Max. Time: 3 Hours

Max. Marks: 60

#### 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-IV	1	1	2
2	Self-Management Skills-IV	2	1	3
3	Information and Communication Technology Skills-IV	1	1	2
4	Entrepreneurial Skills-IV	1	1	2
5	Green Skills-IV	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 (50 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANS. TYPE QUES.- I	SHORT ANS. TYPE QUES.- II	DESCRIPTIVE/ LONG ANS. TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	3 MARKS EACH	4 MARKS EACH	
1	History and Evolution of Hotel Industry	6	1	-	-	7
2	Etiquettes and Manners	3	1	-	-	4
3	Hotel Organization	2	-	-	1	3
4	Organization of Front Office Department	2	-	1	-	3
5	Introduction to The Hospitality Industry	7	1	-	2	10
6	Hotel Safety and Security	5	1	-	1	7
7	Problem Solving and Situation Handling	4	-	1	1	6
8	Responsible Hotels	3	1	1	-	5
<b>TOTAL QUESTIONS</b>		<b>32</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>45</b>
<b>NO. OF QUESTIONS TO BE ANSWERED</b>		<b>26</b>	<b>Any 3</b>	<b>Any 2</b>	<b>Any 3</b>	
<b>TOTAL MARKS</b>		<b>1 x 26 = 26</b>	<b>2 x 3 = 6</b>	<b>3 x 2 = 6</b>	<b>4 x 3 = 12</b>	<b>50 MARKS</b>

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### Sample Question Paper for Class XII (Session 2020-2021)

Max. Time: 3 Hours

Max. Marks: 60

#### General Instructions:

1. Please read the instructions carefully.
2. This Question Paper consists of **24 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 (6 + 18 =) 24 questions, a candidate has to answer (6 + 11 =) 17 questions in the allotted (maximum) time of 3 hours.**
5. All questions of a particular section must be attempted in the correct order.
6. **SECTION A - OBJECTIVE TYPE QUESTIONS (30 MARKS):**
  - i. This section has 06 questions.
  - ii. There is no negative marking.
  - iii. Do as per the instructions given.
  - iv. Marks allotted are mentioned against each question/part.
7. **SECTION B – SUBJECTIVE TYPE QUESTIONS (30 MARKS):**
  - i. This section contains 18 questions.
  - ii. A candidate has to do 11 questions.
  - iii. Do as per the instructions given.
  - iv. Marks allotted are mentioned against each question/part.

## SECTION A: OBJECTIVE TYPE QUESTIONS

Q. 1	Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)	
i	The part of speech which joins words, phrases, or clauses is: a) Preposition b) Conjunction c) Interjection d) Adjective	1
ii	The disorder which shows lack of interest in social relationships and people tend to be distant, detached and indifferent is: a) Avoidant b) Obsessive c) Schizoid d) Paranoid	1
iii	Which of the following is not an internal motivational force? a) Feedback b) Goals c) Needs d) Attitudes	1
iv	How do you select an entire column in EXCEL? a) Select Edit > Select > Column from the menu b) Hold down the shift key as you click anywhere in the column c) Hold down the control key as you click anywhere in the column d) Click the column heading letter	1
v	An entrepreneur is never disheartened by failures and keeps trying, adapting and iterating to overcome obstacles that come in the way of achieving goals. This competency is known as: a) Assertiveness b) Persistence c) Persuasiveness d) Effective strategy	1
vi	_____ is the non-conventional fuel that is sought for to run vehicles without creating pollution. a) Petrol b) Bitumen c) Biofuel d) Diesel	1

Q. 2	Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)	
i	One of the main factors that led to the start of hospitality as a commercial activity: a) Invention of steam engine. b) Invention of wheel c) Tour operators d) Computerization	1
ii	The lodging places grew in Europe and Minor Asia in the 3 <sup>rd</sup> century AD were known as: a) Motels b) Inns c) Mansions d) Resorts	1
iii	The main factor that changed travel from social to business travel in England was: a) Package Tour b) Industrial Revolution c) Grand Tour d) Development of Aircraft	1
iv	The lodging establishments of Europe, especially Switzerland were known as: a) Motels b) Condominium Hotels c) Chalets d) Inns	1
v	Which hotel is regarded as the first luxury hotel in the modern era? a) The Tremont House b) City Hotel c) Statler Hotel d) Waldorf Astoria	1
vi	Elite Hotels are brand of a) Taj Group b) Welcome Group c) Ashoka Group d) Oberoi Group	1
vii	"To ignore or behave coldly" is one of the seven deadly sins of service. It is termed as: a) Brush-off b) Condescension c) Runaround d) Coldness	

<b>Q. 3</b>	<b>Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)</b>	
<b>i</b>	Call opening in Hotels include: a) Greeting and your name b) Company and your name c) Greeting, company and your name d) Greeting and company name	<b>1</b>
<b>ii</b>	Which one is most appropriate in telephone etiquettes: a) Can I put you on hold b) Be on line c) May, I please place your call on hold d) Wait a moment	<b>1</b>
<b>iii</b>	The department normally responsible for staff related functions in a hotel is: a) Accounts b) Human Resource c) Front Office d) Security	<b>1</b>
<b>iv</b>	Which of the following is a Non-operating and revenue producing department? a) Travel Agency b) Laundry c) Accounts d) Sales & Marketing	<b>1</b>
<b>v</b>	Guest services in front office is otherwise known as: a) F&B Service b) Special Services c) Uniformed Services d) Service on request	<b>1</b>
<b>vi</b>	The receptionist could always invite comments from guest: a) To inform the management if it is positive b) To blacklist if he is not satisfied c) To know his level of satisfaction with hotel and service d) To know if he complains about the front office department and its service	<b>1</b>
<b>vii</b>	The first Leela Hotel opened in 1987 in: a) Goa b) Mumbai c) Thiruvananthapuram d) Bangalore	

<b>Q. 4</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>	
<b>i</b>	A guest who arrives at the hotel without a reservation is called: a) Stay over b) Chance guest c) Walk-in d) Temporary guest	<b>1</b>
<b>ii</b>	A density chart is: a) A planning chart b) Chart which controls staff working hours c) Availability of rooms of a particular type d) Railway reservation	<b>1</b>
<b>iii</b>	The hotel diary is a part of a) Personal event diary b) Record of past events. c) Record of guest activities d) Reservation system	<b>1</b>
<b>iv</b>	An under stay means: a) A guest departs early in the morning b) A guest leaves before breakfast c) A guest departs prior to scheduled departure date d) A guest is annoyed	<b>1</b>
<b>v</b>	A guest who does not arrive to take up a reservation is called: a) Guaranteed reservation b) Late arrival c) No show d) 6:00 pm release	<b>1</b>
<b>vi</b>	A tariff is: a) A bill b) Outline of room status c) Breakdown of sales figures d) A list of charges of the hotel	<b>1</b>

<b>Q. 5</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>	
<b>i</b>	The department often regarded as a passive department in hotel is: a) Engineering b) Security c) Front Office d) House Keeping	<b>1</b>
<b>ii</b>	'E-Key' stands for: a) Electronic key b) Emergency key c) Employee key d) Essential key	<b>1</b>
<b>iii</b>	The department responsible for maintaining lost and found articles in a hotel: a) Security b) House keeping c) Front Office d) Back office	<b>1</b>
<b>iv</b>	At any accident or sudden injury situation the four key steps to follow are: a) First aid, assess, treat, record b) Assess, diagnose, treat, record c) Assess, diagnose, treat, medical attention d) Diagnose, treat, assess, record	<b>1</b>
<b>v</b>	Section master keys and floor master keys are issued: a) Once in a month b) In the morning c) At every shift d) At night	<b>1</b>
<b>vi</b>	When dealing with guest complaints the most important quality required by staff: a) Calmness b) Honesty c) Patience d) Empathy	<b>1</b>

<b>Q. 6</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>	
<b>i</b>	The type of complaints do guests make when they feel they have been mistreated by the hotel staff: a) Service-related complaints b) Attitudinal complaints c) Unusual complaints d) Mechanical complaints	<b>1</b>
<b>ii</b>	Sometimes you can quickly calm an irate customer by simply: a) Smiling b) Thinking of how you will respond and not paying attention c) Listening d) Telling the customer about your policy	<b>1</b>
<b>iii</b>	Guest in room no: 305 called up front office department to complain about lack of hot water supply in his room, what would you do as a front office staff to handle the guest complaint?  a) Politely ask the guest to call maintenance section for further action. b) Ask the guest to inform the House Keeping department c) Inform the maintenance section and do the follow up. d) Will make entry in log book	<b>1</b>
<b>iv</b>	According to you, what is sustainable development? a) Development that will always last b) Development that meets the needs of both present and future generations c) Developments that is based on protecting the earth d) Development that meets the needs of future.	<b>1</b>
<b>v</b>	The most important reason for decrease in biodiversity is: a) Habitat pollution b) Habitat destruction c) Over- exploitation d) Climate change	<b>1</b>
<b>vi</b>	The minimum score required to consider energy-efficiency of appliances in Energy Star certification is: a) 75 b) 85 c) 80 d) 65	<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.**

Q. 7	Why is active listening important in the workplace?	2
Q. 8	List any four sources of self-motivation.	2
Q. 9	What is spreadsheet? List any two uses of spreadsheet.	2
Q. 10	Enlist any four benefits of entrepreneurial competencies.	2
Q. 11	Briefly explain the importance of green jobs in different sectors of the economy?	2

**Answer any 3 out of the given 5 questions in 20 – 30 words each (2 x 3 = 6 marks)**

Q. 12	Write short note on Modern Era of the hospitality industry?	2
Q. 13	Enlist any four attributes of a hospitality professional.	2
Q. 14	Write about tentative reservation followed in hotels?	2
Q. 15	Write the procedure to allocate safe deposit locker to a guest in front office?	2
Q. 16	Briefly explain the 'Earth Check' certification for hotels?	2

**Answer any 2 out of the given 3 questions in 30– 50 words each (3 x 2 = 6 marks)**

Q. 17	The front desk is where the guests temporarily wait to find an accommodation or to clear their bill. Discuss the points to be kept in mind while positioning a front desk in a hotel?	3
Q. 18	Define empathy. Describe its importance in handling complaints?	3
Q. 19	Write any six characteristics of Eco-Hotel?	3

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

Q. 20	Draw the organization chart of a small hotel?	4
Q. 21	Elaborate the two types of Central Reservation System followed in hotels? Name any two CRS networks available in India.	4
Q. 22	"The reservation process is of vital importance to a hotel". Justify this statement with relevant points?	4
Q. 23	Discuss the procedure to be followed while handling a drunken guest in front office? What are the extra security measures adopted in hotels for Women/ Female guests?	4
Q. 24	What are unusual complaints? Give any two examples? How will you deal with such complaints in front office?	4