

CBSE | DEPARTMENT OF SKILL EDUCATION

FRONT OFFICE OPERATIONS (SUBJECT CODE: 810)

CLASS XI (SESSION 2021-2022)
BLUE PRINT FOR SAMPLE QUESTION PAPER FOR TERM -1

Max. Time Allowed: 1½ hours

Max. Marks: 30

PART A - EMPLOYABILITY SKILLS (05 MARKS):

UNIT NO.	NAME OF THE UNIT	NO. OF QUESTIONS (1 MARK EACH)
1	Communication Skills-III	2
2	Self-Management Skills-III	2
3	Information and Communication Technology Skills-III	2
TOTAL QUESTIONS		6 Questions
NO. OF QUESTIONS TO BE ANSWERED		Any 5 Questions
TOTAL MARKS		1 x 5 = 5 marks

PART B - SUBJECT SPECIFIC SKILLS (25 MARKS):

UNIT NO.	NAME OF THE UNIT	NO. OF QUESTIONS (1 MARK EACH)
1	Let's Recall Tourism	10
2	Evolution and Growth of Hotels	4
3	Communication Skills	8
4	Pronunciation & Body Language	5
5	Grooming Standards	5
TOTAL QUESTIONS		32 Questions
NO. OF QUESTIONS TO BE ANSWERED		25 Questions
TOTAL MARKS		1 x 25 = 25 MARKS

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Max. Time Allowed: 1½ hours

Max. Marks: 30

General Instructions:

1. Please read the instructions carefully
2. This Question Paper is divided into 03 sections, viz., Section A, Section B and Section C.
3. Section A is of 05 marks and has 06 questions on Employability Skills.
4. Section B is of 20 marks and has 25 questions on Subject specific Skills.
5. Section C is of 05 marks and has 07 competency-based questions.
6. Do as per the instructions given in the respective sections.
7. Marks allotted are mentioned against each section/question.
8. All questions must be attempted in the correct order

SECTION A

Answer any 5 questions out of the given 6 questions on Employability Skills

(1 x 5 = 5 marks)

1.	The principle of professional communication in which the words should make sense and should be related to the main topic is known as: a) Correct b) Concrete c) Concise d) Coherent	1
2.	These words express strong emotions, such as happiness, surprise, anger or pain. They have an exclamation mark at the end. It is known as: a) Articles b) Prepositions c) Conjunctions d) Interjections	1
3.	Which of the following is NOT an internal motivational force? a) Goals b) Feedback c) Needs d) Attitudes	1

4.	Amit is worried about his overweight and wants to be fit in order to join Army service as it is his first priority. He wants to reduce his weight by 15 kg and develop stamina to be able to run 10 km in 30 minutes in next six months. We can term his goal as: a) Specific b) Realistic c) Measurable d) Achievable	1
5.	When a file is saved in LibreOffice it gets a default extension as: a) .odt b) .otd c) .odd d) .doc	1
6.	_____ is the shortcut key to create a new document in LibreOffice Writer. a) Ctrl+v b) Ctrl+N c) Ctrl+ Shift+N d) Shift+v	1

SECTION B

Answer any 20 questions out of the given 25 questions

(1 x 20 = 20 marks)

7.	According to the definition of tourism by UNWTO, the minimum time period a tourist should spent in a destination is: a) 8 hours b) 10 hours c) 12 hours d) 24 hours	1
8.	Tourism primarily is an _____ industry. a) Product based b) Service c) Transport d) Commerce	1
9.	_____ is acknowledged as 'one of the most significant factors to have contributed to the international development of tourism'. a) Attractions b) Accommodation c) Transportation d) Information technology	1
10.	In which country was the first rail system introduced? a) England b) USA c) India d) China	1

11.	Rahul is on a trip to USA to visit his friends after many years. His friends are planning a vacation with Rahul in a passenger ship. Which of the following ship they would consider for their vacation? a) Cargo ships b) Cruise ships c) Special purpose ships d) Service Vessels	1
12.	Fast food chains are also known as: a) Casual dining restaurants b) Fine dining restaurants c) Quick service restaurants d) Special service restaurants	1
13.	_____ revolutionized the potential relationship between the consumer and the suppliers in the tourism supply chain. a) Computers b) Travel agents c) Tour operators d) Internet	1
14.	The first hotel to serve French Cuisine in the United States was: a) City Hotel b) Tremont House c) Mansion House d) Exchange Coffee House	1
15.	The organized existence of the hotel industry in India started during: a) Medieval Era b) Colonial Era c) Modern Era d) Grand Tour	1
16.	ITC stands for: a) Indian Tobacco Company b) Indian Tourist Company c) Indian Travel Company d) Indian Trade Company	1
17.	The first luxury hotel built by the government of India in 1956 was: a) The Claridges Hotel b) The Imperial c) The Ashok Hotel d) Hotel Samrat	1
18.	Message is any signal that triggers the response of a _____ a) Sender b) Receiver c) Mediator d) Observer	1

19.	<p>Once a message is encoded in desired format it is transferred through:</p> <ul style="list-style-type: none"> a) Medium b) Media c) Channel d) Satellite 	1
20.	<p>The information which is transferred to the receiver has to be interpreted, this process is called:</p> <ul style="list-style-type: none"> a) Encoding b) Decoding c) Opening d) Transferring 	1
21.	<p>Communication through _____ and _____ is called verbal communication</p> <ul style="list-style-type: none"> a) Written material and gestures b) Gestures and spoken words c) Spoken words and written material d) Body language and gestures 	1
22.	<p>Words that are used in a profession, that can influence communication are known as:</p> <ul style="list-style-type: none"> a) Professional language b) Jargon c) Professional terminology d) Vernacular language 	1
23.	<p>When employees of same level of an organization communicate each other, it is termed as:</p> <ul style="list-style-type: none"> a) Upward communication b) Downward communication c) Vertical communication d) Lateral communication 	
24.	<p>Match the following body language gestures with their meanings:</p> <p>(1) Rolling one's eyes (a) lack of confidence</p> <p>(2) Nodding (b) exasperation</p> <p>(3) The crossing of arms (c) confirmation</p> <p>(4) Shaking of legs (d) defensive</p> <ul style="list-style-type: none"> a) 1-d, 2- c,3- b, 4- a b) 1-c,2-a,3-d,4-b c) 1-b,2-c,3-d,4-a d) 1-a,2-b,3-c,4-d 	1

25.	Which of the following giving emphasis to a syllable? a) Word stress b) Voice quality c) Appearance d) Correct tones	1
26.	Your tongue should not touch the top of your mouth. Pull your tongue back to the middle of your mouth, near where it naturally rests if you weren't saying anything. As you say this sound, your lips should be a little rounded. The above statement is applicable to make which sound? a) "L" b) "R" c) "H" d) "TH"	1
27.	Select the correct way to divide this word into syllables: DEHYDRATE a) Dehy-drat-e b) De-hyd-rate c) Deh-y-dra-te d) De-hy-drate	1
28.	Of the following listed items, which one is a front office personnel are permitted to wear when in the department? a) Eyeglass b) Diamond ring c) Large golden chain d) Fancy Watch	1
29.	Find the odd one out in grooming standards for men: a) No long sideburns. b) Hair should touch the collar line of shirt c) Non-oily appearance d) Moustaches neatly trimmed.	1
30.	In hotel industry, looks make a lot of difference. One feels very reassured when other people admire them and prefer to associate with them as they find them good. It boosts _____ of an employee. a) Character b) Self-esteem c) Personal Values d) Physical appearance	1
31.	When on duty, a man's shirt should: a) Be an attractive color b) Be short sleeved c) Not be buttoned up at the collar d) Be light in color	

SECTION C
(COMPETENCY BASED QUESTIONS)

Answer any 5 questions out of the given 7 questions

(1 x 5 = 5 marks)

32.	<p>Mr. David and his family from Australia came to visit the outskirts of Rajasthan. They have a plan to spend a week there to explore the beauty of villages in India. As their children are young, they took part in some adventurous activities after which they had some minor injuries. They rushed the children to a hospital which is located very far from their stay, as they could not find one in the nearby place. According to you which component of tourism is missing in this place?</p> <ul style="list-style-type: none">a) Accessibilityb) Accommodationc) Information Technologyd) Essential Services	1
33.	<p>A group of people went for a pilgrimage to Vaishno Devi Temple where they did not find a hotel accommodation as it was season time and all the hotels in the region were fully occupied with the guest. Later they had to adjust in a “Dharamshala” , where only minimal facilities were offered to them. This accommodation sector is known as:</p> <ul style="list-style-type: none">a) Condominium hotelsb) Forest Lodgesc) Supplementary accommodationd) Motels	1
34.	<p>India is a large market for travel and tourism. It offers a diverse portfolio of niche tourism products - cruises, adventure, medical, sports, MICE, eco-tourism, and religious tourism etc. India has been recognized as a destination for spiritual tourism for domestic and international tourists. In 2020, the travel & tourism industry’s contribution to the GDP was US\$ 121.9 billion; this is expected to reach US\$ 512 billion by 2028. Tourists’ initial expenditure in the country creates revenue for hotels, restaurants, travel agents and other tourist services etc. This economic influence of tourism is termed as:</p> <ul style="list-style-type: none">a) Direct effectb) Indirect effectc) Induced effectd) Fast effect	1
35.	<p>Kumar applied for the post of a Marketing Manager in a company after seeing the job vacancy in a leading newspaper. After one week he received a letter from the company by post mentioning that he did not attach the copies of his experience certificate and the company wants all the documents on an urgent basis. Later he sent all the necessary documents. He received interview card after 15 days and got selected in the interview. Which modes of communication occurred in the given situation?</p> <ul style="list-style-type: none">a) Simplexb) Half- Duplexc) Duplexd) Visual	1

36.	<p>A room was booked for a VIP in Sea Pearl Hotel, Mumbai. Front Office Manager and his team made all necessary arrangement for the VIP check-in, to make the stay comfortable for the guest. But the manager failed to communicate regarding this to the General Manager of the hotel. The type of barrier in the above situation is termed as:</p> <ul style="list-style-type: none"> a) Semantic barrier b) Physical barrier c) Organizational barrier d) Psychological barrier 	1
37.	<p>A walk-in guest approach front office staff to inquire about room availability. He noticed the staff at the front desk stands his arms crossed in front of the chest. This body language of the staff indicates that, he is:</p> <ul style="list-style-type: none"> a) Defensive b) Impatient c) Authoritative d) Arrogant 	1
38.	<p>As a Front Office Manager, you are conducting an orientation programme for the new employees of the department on various topic. As part of the orientation, employees are being guided with grooming standards to follow in the hotel. One lady staff raises a question regarding the accessories she can wear on duty specially nose ring. As a manager how will you guide the staff?</p> <ul style="list-style-type: none"> a) The lady staff are not supposed to wear a nose ring b) Can wear a nose ring c) Only a small nose stud can be worn d) Nose studs are also not allowed. 	1