

# CBSE | DEPARTMENT OF SKILL EDUCATION

## FRONT OFFICE OPERATIONS (SUBJECT CODE-810)

CLASS XII (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-IV	2
2	Self-Management Skills-IV	2
3	Information and Communication Technology Skills-IV	2
<b>TOTAL QUESTIONS</b>		<b>6 Questions</b>
<b>NO. OF QUESTIONS TO BE ANSWERED</b>		<b>Any 5 Questions</b>
<b>TOTAL MARKS</b>		<b>1 x 5 = 5 marks</b>

### PART B - SUBJECT SPECIFIC SKILLS (25 MARKS):

UNIT NO.	NAME OF THE UNIT	NO. OF QUESTIONS (1 MARK EACH)
1	Evolution of Hotels in India	10
2	Etiquettes and manners for hospitality Professionals	8
3	Hotel Organization	7
4	Organization of Front office Department	7
<b>TOTAL QUESTIONS</b>		<b>32 Questions</b>
<b>NO. OF QUESTIONS TO BE ANSWERED</b>		<b>25 Questions</b>
<b>TOTAL MARKS</b>		<b>1 x 25 = 25 MARKS</b>

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Max. Time Allowed: 1½ hours

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#### 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.	Which of the following is <b>NOT</b> the stage of active listening?  a) Receiving b) Discussing c) Understanding d) Remembering	1
2.	The type of sentences which show an order, command, request or advice is:  a) Declarative Sentence b) Interrogative Sentence c) Exclamatory Sentence d) Imperative Sentence	1
3.	Meera is very talkative and interact with people in a very friendly manner. The personality trait she possesses is:  a) Openness b) Extraversion c) Agreeableness d) Consciousness	1

4.	Rahul works very hard to get the best student award at the end of the academic session. What type of motivation is this?  a) Intrinsic b) Extrinsic c) Both Intrinsic and Extrinsic d) Not any specific type of motivation	1
5.	Collection of cells in the form of a grid is known as:  a) Worksheet b) Workbook c) Name Box d) Formula Bar	1
6.	The short cut key used to cut a formula in a cell is:  a) Ctrl+c b) Ctrl+x c) Ctrl+v d) Ctrl+p	1

### SECTION B

Answer any 20 questions out of the given 25 questions

(1 x 20 = 20 marks)

7.	Which continent is regarded as the cradle of organized hotel business?  a) America b) Europe c) Australia d) Asia	1
8.	The main factor that changed travel from social to business travel in England was:  a) Computerization b) Globalization c) Industrial Revolution d) Grand Tour	1
9.	_____ was a main concern in Inns of the biblical era.  a) Food b) Privacy c) Bed d) Price of rooms	1

10.	<p>The increase in automobile travel in 1950's led to the rise of:</p> <ul style="list-style-type: none"> <li>a) Hotels</li> <li>b) Resorts</li> <li>c) Motels</li> <li>d) Business Hotels</li> </ul>	1
11.	<p>The first Taj Mahal Hotel in Mumbai was started in the year:</p> <ul style="list-style-type: none"> <li>a) 1840</li> <li>b) 1871</li> <li>c) 1903</li> <li>d) 1934</li> </ul>	1
12.	<p>Elite Hotels are brand of:</p> <ul style="list-style-type: none"> <li>a) Taj Group</li> <li>b) Welcome Group</li> <li>c) Ashoka Group</li> <li>d) Mahindra Holidays</li> </ul>	1
13.	<p>Club Mahindra Holidays company started its first resort in:</p> <ul style="list-style-type: none"> <li>a) Goa</li> <li>b) Munnar</li> <li>c) Alaphey</li> <li>d) Jaipur</li> </ul>	1
14.	<p>The parent company of Oberoi Hotels &amp; Resort is:</p> <ul style="list-style-type: none"> <li>a) East India Hotels</li> <li>b) Inter-Continental Hotel Group</li> <li>c) Indian Tobacco Company</li> <li>d) The Indian Hotel Company</li> </ul>	1
15.	<p>Crowne Plaza is a Brand name of:</p> <ul style="list-style-type: none"> <li>a) JW Marriot</li> <li>b) The Carlson Group</li> <li>c) Intercontinental Group of Hotels</li> <li>d) Sheraton Group</li> </ul>	1
16.	<p>Which one is most appropriate in telephone etiquettes:</p> <ul style="list-style-type: none"> <li>a) Can I put you on hold?</li> <li>b) Be on line</li> <li>c) May, I please place your call on hold</li> <li>d) Please, hold for some time</li> </ul>	1

17.	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	1
18.	“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	1
19.	The front office staff should attend all telephone calls within the: a) First b) Second ring c) Third ring d) Fourth ring	1
20.	When with the guest, find the odd one out: a) Avoid unnecessary movements of hands and facial gestures b) Don't Keep hands on the sides or behind your back c) Do not keep hands in pockets or on the hips. d) Do not cross arms across the chest	1
21.	Which of the below is NOT a minor revenue producing department?  a) Rooms Department b) Laundry c) Swimming Pool d) Telephone Department	1
22.	Which of the below is non-Operating yet Revenue Producing department (N.O.R.P)?  a) Front Office b) Housekeeping c) Food & Beverage Service d) Travel agencies & airline offices	1
23.	The overall head of a hotel is:  a) Front Office Manager b) General Manager c) Executive Assistant Manager d) F&B Manager	1
24.	The department which responsible for the upkeep of rooms and public area of a hotel is:  a) Stewarding b) House Keeping c) Security d) F&B Service	1

25.	<p>Front Office night auditor needs to report to the:</p> <ul style="list-style-type: none"> <li>a) Head of Accounts department</li> <li>b) Head of Front Office department</li> <li>c) Heads of both Front office and Accounts department</li> <li>d) Heads of both HR and Accounts department</li> </ul>	<b>1</b>
26.	<p>The hotel employee responsible for balancing the guests accounts every day is:</p> <ul style="list-style-type: none"> <li>a) Night Auditor</li> <li>b) Front Desk Clerk</li> <li>c) Front Office Manager</li> <li>d) Accountant</li> </ul>	<b>1</b>
27.	<p>Which section of the front office is responsible for guest registration activity?</p> <ul style="list-style-type: none"> <li>a) Reception</li> <li>b) Concierge</li> <li>c) Bell Desk</li> <li>d) Telephone Operator</li> </ul>	<b>1</b>
28.	<p>Paging is used to _____ a guest in a hotel</p> <ul style="list-style-type: none"> <li>a) Locate</li> <li>b) Wake Up</li> <li>c) Reserve</li> <li>d) Assist</li> </ul>	<b>1</b>
29.	<p>Front office functions include reservations, registrations, room &amp; rate assignment, check-in and _____.</p> <ul style="list-style-type: none"> <li>a) Cleaning</li> <li>b) Food Service</li> <li>c) Room Maintenance</li> <li>d) Guest Services</li> </ul>	<b>1</b>
30.	<p>In which of the following areas of a hotel are guest registered, assigned rooms, and checked out?</p> <ul style="list-style-type: none"> <li>a) Reservation</li> <li>b) Concierge</li> <li>c) Reception</li> <li>d) Bell Desk</li> </ul>	<b>1</b>
31.	<p>The hotel employee who provides information and personalized service, such as dinner reservation, tour and travel arrangements, is known as:</p> <ul style="list-style-type: none"> <li>a) Bell boy</li> <li>b) Concierge</li> <li>c) Valet</li> <li>d) Reservation Assistant</li> </ul>	<b>1</b>

**SECTION C**  
**(COMPETENCY BASED QUESTIONS)**

Answer any 5 questions out of the given 7 questions

(1 x 5 = 5 marks)

32.	<p>The second half of the 18th century, before the French Revolution (1789-99), is referred as the 'Golden Era of Era'. In those days, 'Grand Tour' of the European continent was taken by the wealthy families in Britain. What was the main purpose of 'Grand Tour'?</p> <p>a) Business b) Education c) Religious d) Trade</p>	1
33.	<p>Mr. Kumar, a Front Office Assistant handles a guest in the reception to complete his check-in formalities. The minimum distance he should maintain with the guest is:</p> <p>a) 1 foot b) 2 feet c) 3 feet d) 4 feet</p>	1
34.	<p>A hotel receptionist notices an old man with some physical disabilities walking towards the reception and offered him a wheel chair, before he asks for it. This conduct of her is known as:</p> <p>a) Sympathy b) Empathy c) Anticipation d) Consideration</p>	1
35.	<p>A guest walks up to the front desk of the hotel and asks for a recommendation for a good place to eat. Which is the best way to respond to your guest?</p> <p>a) Tell your guest that is the concierge's job and she is not on duty. b) Direct your guest to the restaurant your friend owns. c) Tell your guest you are new in town and don't know the restaurants d) Ask your guest what type of food they like and offer them nearby restaurants to choose from.</p>	1
36.	<p>Your friend is newly appointed as a General Manager of a hotel. In order to recruit more staff for the hotel, he will give the responsibility to:</p> <p>a) Human Resource Department b) Security Department c) Sales &amp; Marketing d) Front Office Department</p>	1

<b>37.</b>	An international guest checks-in your hotel at 3:00 AM and wants to have some snacks. Which of the following outlet you would suggest to the guest for his meal?  a) Restaurant b) Coffee Shop c) Pastry Shop d) Banquet	<b>1</b>
<b>38.</b>	A staying guest has developed chest pain when in hotel premises and wish to consult a doctor. Which of the following section of front office makes an arrangement for a doctor?  a. Reservation b. Reception c. Uniformed Services d. Night Auditor	<b>1</b>