CBSE – DEPARTMENT OF SKILL EDUCATION

FRONT OFFICE OPERATIONS (SUBJECT CODE 410) Sample Question Paper

CLASS X (Session 2019–2020)

Time: 2 Hours Max. Marks: 50

General Instructions:

- 1. This Question Paper consists of two parts viz. Part A: Employability Skills and Part B: Subject Skills.
- 2. Part A: Employability Skills (10 Marks)
 - *i.* Answer any 4 questions out of the given 6 questions of 1 mark each.
 - *ii.* Answer any 3 questions out of the given 5 questions of 2 marks each.
- 3. Part B: Subject Skills (40 Marks):
 - *i.* Answer any 10 questions out of the given 12 questions of 1 mark each.
 - ii. Answer any 4 questions from the given 6 questions of 2 marks each.
 - iii. Answer any 4 questions from the given 6 questions of 3 marks each.
 - iv. Answer any 2 questions from the given 4 questions of 5 marks each.
- 4. This question paper contains 39 questions out of which 27 questions are to be answered.
- 5. All questions of a particular part/section must be attempted in the correct order.
- **6.** The maximum time allowed is 2 hrs.

PART A: EMPLOYABILITY SKILLS (10 MARKS)

Answer any 4 questions out of the given 6 questions of 1 mark each:

1.	Which of the following methods are used to receive information from the sender through a	(1)
	letter?	
	(a) Listening	
	(b) Speaking	
	(c) Reading	
	(d) Writing	
2.	Grooming is a term associated with	(1)
	(a) time management	
	(b) problem solving	
	(c) neat and clean appearance	
	(d) self-management	
3.	Which of the following is not a self-management skill?	(1)
	(a) Problem solving	
	(b) Bargaining	
	(c) Understanding self	
	(d) Confidence building	

4.	What does GPS stand for?	(1)	
	(a) Global Positioning System		
	(b) Global Payment System		
	(c) Global Program System		
	(d) Global Pointing System		
5.	What is the aim of entrepreneurship?	(1)	
	(a) Earn a profit		
	(b) Solve customers' need innovatively		
	(c) Both of the above		
	(d) None of the above		
6.	What are some of the environmental changes caused due to modern methods of	(1)	
	agriculture?		
	(a) Chemical pollution due to fertilizers		
	(b) Improvement in the environment		
	(c) Lower air pollution due to crops		
	(d) Decrease in forest areas		

Answer any 3 questions out of the given 5 questions of 2 marks each:

7.	7. What are the five sources of energy available to us?	
8.	3. List any four characteristics of entrepreneurship.	
9.	List the steps to search for information using a web browser.	(2)
10.	What are the factors that affect self-confidence?	(2)
11.	Write down the different types of verbal communication. Give an example for each type.	(2)

PART B: SUBJECT SKILLS (40 MARKS)

Answer any 10 questions out of the given 12 questions:

12.	The currency of Chin	a is:	(1)
	a) Yen	b) Yuan	
	c) Euro	d) Won	
13.	Which of the following	g is the capital of Russia?	(1)
	a) Moscow	b) Cairo	
	c) Manila	d) Kabul	
14.	Airline code of Sri La	ankan airways is:	(1)
	a) SK	b) SV	
	c) UL	d) QS	
15.	The capital of Andhra Pradesh is:		(1)
	a) Hyderabad	b) Chennai	
	c) Amravati	d) Bengaluru	

16.	a) Punctuality	t skill required while giving information to the guest: b) Pleasing personality	(1)
	c) Patience	d) Communication	
17.		or the establishment, front office staff should possess:	(1)
	a) Personal Hygiene	b) Confidence	
	c) Positive Attitude	d) Pleasing Personality	
18.	Head of the front office dep		(1)
	a) Front Office Manager	b) Front Office Supervisor	
	c) Front Office Assistant	d) Receptionist	
19.	One of the back-of –the-hou	ise sections of front office is:	(1)
	a) Business centre	b) Reservation	
	c) Concierge	d) Travel desk	
20.	The other word used for Lol	· ·	(1)
	a) Foyer	b) Concierge	
	c) Pantry	d) GRE desk	
21.	The word computer is derive	ed from the latin word:	(1)
	a) Compute	b) Compuware	
	c) Computare	d) Compteur	
22.	Raw material of information	n in a computer is called:	(1)
	a) Programs	b) Software	
	c) Data	d) Booting	
23.	The speed of computer is ca	lculated in:	(1)
	a) Megabyte	b) MHz	
	c) Kilobyte	d) Gigabyte	
Ans	 wer any 4 questions out of tl	he given 6 questions of 2 marks each:	
24.	Briefly explain any four adv	rantages of reading newspaper?	(2)
25.	Explain how newspapers ac	t as a language teacher?	(2)
26.	_	considered as the essential quality of a front office personnel.	(2)
	Explain?		
27.	Elaborate the reasons for ha	ving personal hygiene especially in the hospitality industry?	(2)
	1		1

28.	Discuss the main functions of Bell desk/Porter service in a hotel?	(2)
29.	Enlist the main functions of concierge of a hotel.	(2)
Ansv	wer any 4 questions out of the given 6 questions of 3 marks each: Write any six don'ts for men while on duty?	(3)

"First –and last-impressions count" and front office is very much responsible for it. Justify

Mention the role of computers in hospitality industry. Explain its application in any two

(3)

(3)

(3)

(3)

Answer any 2 questions out of the given 4 questions of 5 marks each:

List and explain any six qualities of front office staff of a hotel.

this statement?

areas of hotel?

34.

35.

Discuss any six features of a hotel lobby?

36.	Newspaper is an important tool of the learning process for front office professionals. Explain any five points to support the statement?	(5)
37.	Elaborate any five positive effects of good grooming in hospitality industry?	(5)

38.	Draw an organizational structure	of front office department of a large hotel?	(5)
39.	Mention any five functions each of below mentioned sections of front office.		
	a) Reception	b) Travel desk	