

CBSE | DEPARTMENT OF SKILL EDUCATION

FRONT OFFICE OPERATIONS (SUBJECT CODE - 810)

Blue-print for Sample Question Paper for Class XII (Session 2025-2026)

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	ICT Skills - IV	1	1	2
4	Entrepreneurial Skills - IV	1	1	2
5	GREEN SKILLS- IV	1	1	2
TOTAL QUESTIONS		6	5	11
NO. OF QUESTIONS TO BE ANSWERED		Any 4	Any 3	07
TOTAL MARKS		1 x 4 = 4	2 x 3 = 6	10 MARKS

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	5	1	-	-	6
2	Etiquettes and Manners	3	1	-	-	4
3	Hotel Organization	3	1	-	-	4
4	Organization of Front Office Department	3	-	1	-	
5	Introduction to The Hospitality Industry	8	-	1	2	
6	Hotel Safety and Security	5	1	-	2	8
7	Problem Solving and Situation Handling	3	-	1	1	
8	Responsible Hotels	2	1	-	-	3
TOTAL QUESTIONS		32	5	3	5	
NO. OF QUESTIONS TO BE ANSWERED		Any 26	Any 3	Any 2	Any 3	34
TOTAL MARKS		1 x 26 = 26	2 x 3 = 6	3 x 2 = 6	4 x 3 = 12	50 MARKS

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Sample Question Paper for Class XII (Session 2025-2026)

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.	Which one of the following is not a part of the communication process? a) Perceiving b) Speaking c) Listening d) Reading	1
ii.	Which of the following helps in maintaining a positive outlook in life in the long run? a) Spending time alone b) Overthinking c) Disorganized academics d) Healthy diet and adequate sleep	1
iii.	In acronym SMART, the letter 'M' stands for: a) Manageable b) Meaningful c) Measurable d) Motivational	1
iv.	_____ shows the location of selected cells: a) Name box b) Worksheet c) Workbook d) Cell	1
v.	The French word "entreprendre," means: a) To control b) To undertake c) To evaluate d) To accomplish	1
vi.	Full form of CNG is: a) Compressed Natural Gas b) Clean Natural Gas c) Combined Natural Gas d) Compressed Nitrogen Gas	1

Q. 2	Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)	
i.	The development of ropeways lead to the growth of many hotels in the Alpine ranges particularly in _____. a) Germany b) Ireland c) Switzerland d) France	1
ii.	"Dum Pukht" is a specialty restaurant of: a) The Ashoka Hotel b) ITC- Welcome Group c) Taj Hotels d) Oberoi Hotels	1
iii.	In which city is Jaypee Green Resort located?	1

	a) Greater Noida b) Agra c) Bangalore d) New Delhi	
iv.	Among the following countries which country was not a part of Grand Tour? a) Italy b) Austria c) Singapore d) Switzerland	1
v.	The parent company of Oberoi Hotels & Resorts is: a) East India Hotels b) Indian Hotel Company c) ITDC d) ITC	1
vi.	Which among the following is not a courteous behavior of a hospitality professional? a) Do not grumble b) Talk in vernacular c) Handle equipment without banging d) Don't hold lengthy discussions in guest areas	1
vii.	Form of evasive excuses is one of the deadly sins of service and it is termed as: a) Coldness b) Condescension c) Apathy d) Runaround	

Q. 3	Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)	
i.	Find the correct sequence while attending a call in hotel front office? a) Greeting- Identify your department- Identify yourself- identify your establishment b) Greeting- Identify your establishment- Identify your department- Identify yourself c) Greeting- Identify yourself- Identify your establishment- Identify your department d) Greeting- Identify your department- Identify your establishment- Identify yourself	1
ii.	The department of a hotel which is responsible to track market developments, create strategies and set up sales plans is: a) Human Resource b) F&B Service c) Sales and Marketing d) Purchase	1
iii.	The type of work and the number of departments in a hotel vary according to the: a) Number of guests b) Type of guests c) Number of employees d) Size of the property	1
iv.	This department is responsible for the upkeep and aesthetic standard of the hotel: a) Maintenance	1

	b) Housekeeping c) Room Service d) Security	
v.	A hotel employee whose job is to assist guests by booking tours, making theatre and restaurant reservations, etc. a) Bell staff b) Concierge c) Information Assistant d) Receptionist	1
vi.	Accounts section of front office department generally includes: a) Cashier and Reservation assistant b) Night Auditor and Bell Captain c) Receptionist and Night Auditor d) Front Office cashier and Night Auditor	1
vii.	Which of the below is not a sub department/ section of front office? a) Room Service b) Communication c) Concierge d) Bell Desk	1

Q. 4	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	Who among the following hoteliers known as "King of hoteliers, and hotelier to kings,": a) Conrad Nicholson Hilton b) John Willard Marriott c) Charles Kemmons Wilson d) César Ritz	1
ii.	The Leela Palace Hotel in Mumbai was founded in the year _____. a) 1980 b) 1977 c) 1987 d) 1970	1
iii.	In which stage of the guest cycle safe deposit facility is offered to guests? a) Pre-arrival b) Arrival c) Occupancy d) Departure	1
iv.	Two or more business organizations, like Airline and Hotels, promoting each other's business for mutual gain is termed as: a) Referral groups b) Inter-sell agencies c) NGOs d) Corporate houses	1
v.	In which stage of the flow of reservation process a hotel can deny a reservation? a) Communication with the hotel b) Formulation of the reservation process c) Confirmation notification d) Modification and pre arrival activity	1
vi.	The situation in which the guest would stay for more than their scheduled stay date is known as:	1

	a) Under stay b) Over stay c) No show d) Walk-in	
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Q. 5	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	The chart which shows at a glance exactly how many rooms are available to let and their type: a) Density chart b) Bed booking chart c) GRC d) Booking diary	1
ii.	Overbooking is: a) Assigning more rooms per guest b) Ensuring the hotel achieves the maximum rate per room c) Assigning rooms for groups d) Selling more rooms than are actually available	1
iii.	The second in command of the security department of hotel is: a) Shift supervisor b) Security guards c) Assistant director of security d) Director of security	1
iv.	What is the latest practice adopted by hotels to ensure no one can trespass on the guest floors? a) CCTV b) Use of Key Cards to operate elevators c) Security Alarms d) Peephole	1
v.	The type of key that provides access to a specific room of a floor to clean or inspect is : a) Building master key b) Section master key c) Floor master key d) Grand master key	1
vi.	The type of device used in hotels to identify the threat of fire is: a) Water sprinkler b) Smoke detectors c) Fire hose reel d) Dry powder	1

Q. 6	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	Who among the following is the custodian of the master key of safe deposit locker? a) Guest b) Receptionist c) Guest Relation Executive d) Front Office Cashier	1
ii.	When the complaints are not resolved by front office assistant, then he/she should: a) Try to convince the guest b) Ignore the complaint	1

	c) Consult with superiors d) Offer some freebies	
iii.	Find the example of a service-related complaint from the following: a) Missed wake up call b) Absence of swimming pool c) Problems in air conditioning d) Bad weather	1
iv.	Which of the following help to reduce the frequency of mechanical complaints in a hotel? a) Departmental coordination b) Follow-up procedure c) Maintenance work order d) Departmental Briefing	1
v.	The green certifier which is a non-profit organization certifies a wide range of products and services in US is: a) Green Key b) Energy Star c) Green Seal d) Green Globe	1
vi.	According to Ecotourism Society Pakistan (ESP), which of the following activity is discouraged in fragile areas: a) Photography b) Mass tourism c) Adventure activities d) Sports activities	1

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	Briefly explain any four stages of active listening?	2
Q. 8	Give any four ways to manage stress in life.	2
Q. 9	List the names of any four presentation software.	2
Q. 10	Write about any four common environmental barriers to entrepreneurs?	2
Q. 11	Write any four benefits of green jobs?	2

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

Q. 12	What was the major setback for the travel business in the modern era? Write the main two factors which helped to accelerate the growth of hotel industry during this time?	2
Q. 13	How can a front office personnel build a positive image on telephone? (Any four points)	2
Q. 14	Write about any two operating and non-revenue producing departments of a hotel?	2
Q. 15	As a hotel manager, what four measures would you adopt to ensure security of women guests?	2
Q. 16	Write any four criteria on the basis of which hotels are classified as Eco hotels?	2

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

Q. 17	Mention any six guest services provided by the Front Office department	3
Q. 18	Describe an affiliate and non-affiliate network system?	3
Q. 19	Discuss the follow up procedure to be in place even after the guest's problems has been resolved?	3

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

Q. 20	Write a short note on Global Distribution System? Mention any four examples of GDS.	4
Q. 21	Discuss the procedure to be followed in group check-in?	4
Q. 22	How will you handle the following situations? a) If a fire breaks out in the hotel b) Death of an In-house guest in the hotel	4
Q. 23	Elaborate the importance of security records in hotels? Discuss some security records used in hotels for a better control?	4
Q. 24	Who is an aggressive customer? Suggest one way to deal with him. What are the risks involved in such cases?	4