

**Series HMJ****SET-4****कोड नं. 334**
Code No.

रोल नं.

Roll No.

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परीक्षार्थी कोड को उत्तर-पुस्तिका के मुख-पृष्ठ पर अवश्य लिखें ।

Candidates must write the Code on the title page of the answer-book.

नोट	NOTE
(I) कृपया जाँच कर लें कि इस प्रश्न-पत्र में मुद्रित पृष्ठ 7 हैं ।	(I) Please check that this question paper contains 7 printed pages.
(II) प्रश्न-पत्र में दाहिने हाथ की ओर दिए गए कोड नम्बर को छात्र उत्तर-पुस्तिका के मुख-पृष्ठ पर लिखें ।	(II) Code number given on the right hand side of the question paper should be written on the title page of the answer-book by the candidate.
(III) कृपया जाँच कर लें कि इस प्रश्न-पत्र में 42 प्रश्न हैं ।	(III) Please check that this question paper contains 42 questions.
(IV) कृपया प्रश्न का उत्तर लिखना शुरू करने से पहले, उत्तर-पुस्तिका में प्रश्न का क्रमांक अवश्य लिखें ।	(IV) Please write down the Serial Number of the question in the answer-book before attempting it.
(V) इस प्रश्न-पत्र को पढ़ने के लिए 15 मिनट का समय दिया गया है । प्रश्न-पत्र का वितरण पूर्वाह्न में 10.15 बजे किया जाएगा । 10.15 बजे से 10.30 बजे तक छात्र केवल प्रश्न-पत्र को पढ़ेंगे और इस अवधि के दौरान वे उत्तर-पुस्तिका पर कोई उत्तर नहीं लिखेंगे ।	(V) 15 minute time has been allotted to read this question paper. The question paper will be distributed at 10.15 a.m. From 10.15 a.m. to 10.30 a.m., the students will read the question paper only and will not write any answer on the answer-book during this period.

फ्रन्ट ऑफिस संचालन**FRONT OFFICE OPERATIONS**

निर्धारित समय : 3 घण्टे

Time allowed : 3 hours

अधिकतम अंक : 60

Maximum Marks : 60



General Instructions :

Read the following instructions very carefully and strictly follow them :

- (i) *This question paper consists of **two** parts viz. **Section A : Employability Skills** and **Section B : Subject Skills**.*
- (ii) **Section A : Employability Skills (10 Marks)**
 - *Answer any **4** questions out of the given **6** questions of **1** mark each.*
 - *Answer any **3** questions out of the given **5** questions of **2** marks each.*
- (iii) **Section B : Subject Skills (50 Marks)**
 - *Answer any **10** questions out of the given **12** questions of **1** marks each.*
 - *Answer any **5** questions from the given **7** questions of **2** marks each.*
 - *Answer any **5** questions from the given **7** questions of **3** marks each.*
 - *Answer any **3** questions from the given **5** questions of **5** marks each.*
- (iv) *This question paper contains **42** questions out of which **30** questions are to be answered.*
- (v) *All questions of a particular part / section must be attempted in the correct order.*
- (vi) *The maximum time allowed is **3** hours.*

SECTION A **(Employability Skills) (10 Marks)**

*Answer any **4** questions out of the given **6** questions of **1** mark each. 1×4=4*

1. Give one example of a declarative sentence. 1
2. Name two sources of motivation. 1
3. Identify two signs of Narcissistic disorder in a person. 1
4. Name the view used to see all slides in a miniature form in a computer. 1
5. Give two market trends an entrepreneur needs to keep in mind while making a business plan. 1
6. Name any two green jobs available in the field of tourism. 1


$$2 \times 3 = 6$$

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(50 अंक)

$$1 \times 10 = 10$$

- $$2 \times 5 = 10$$

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Answer any **3** questions out of given **5** questions of **2** marks each.

2×3=6

7. List four signs of a poor listener. 2
8. Name any four environmental factors which influence the personality of people. 2
9. Sequence the steps of inserting picture from a file. 2
10. Mention any four fears seen in entrepreneurs. 2
11. Give four suggestions to reduce greenhouse gas emissions. 2

SECTION B

(Subject Skills)

(50 Marks)

Answer any **10** questions out of the given **12** questions of **1** mark each.

1×10=10

12. Name any two hotels of the Welcome Group. 1
13. The Oberoi Group was founded in which year ? 1
14. Who was the founder of the Taj Group of hotels ? 1
15. Mention any two modes of written reservation. 1
16. What do you understand by 'No show' ? 1
17. Write one responsibility of a bellboy. 1
18. Where can a guest keep his valuables like cash and passport in his hotel room ? 1
19. What is an E-Key used for ? 1
20. Give an example of mechanical complaint. 1
21. Give one example of a service-related complaint. 1
22. Name two hotels which have got the certificate of Earth-Check. 1
23. Draw the logo of Green Globe. 1

Attempt any **5** questions out of the given **7** questions of **2** marks each.

2×5=10

24. Mention the product line of Carlson Group of hotels. 2
25. Name four brands of Marriott Group of hotels. 2
26. Give four suggestions to front office staff to maintain correct posture while talking to guests. 2



- $$2\frac{1}{2}+2\frac{1}{2}=5$$



- Answer any **5** questions out of the given **7** questions of **3** marks each. 3×5=15

- Answer any 3 questions out of the given 5 questions of 5 marks each.* *5×3=15*

- $$2\frac{1}{2} + 2\frac{1}{2} = 5$$