

BLUEPRINT FOR MARKS DISTRIBUTION
Class X (2018-19)
FRONT OFFICE OPERATIONS (410)

Time : 2 hour

Marks : 50

The blue print for the examination is as follow:-

UNIT NO.	UNIT NAME	SECTION -A			SECTION -B	TOTAL QUESTIONS
		MCQ / FILL IN THE BLANKS / DIRECT QUESTION	VERY SHORT ANSWER QUESTION	SHORT ANSWER QUESTIONS	LONG/ ESSAY TYPE QUESTION	
		(1-MARK EACH)	(2-MARKS EACH)	(3-MARKS EACH)	(5-MARKS EACH)	
I	COMMUNICATION	2	2	2	---	6
II	GENERAL AWARENESS	3	2	---	1	6
III	GROOMING & HYGIENE	1	2	2	---	5
IV	QUALITIES OF FRONT OFFICE STAFF	1	---	1	---	2
V	FRONT OFFICE	3	1	1	2	7
VI	ROLE OF COMPUTERS	2	---	1	2	5
TOTAL QUESTIONS		12	7	7	5	31
NO. OF QUESTIONS TO BE ATTEMPTED BY A CANDIDATE		Any 10	Any 5	Any 5	Any 3	23
MARKS		10 x 1 = 10	5 x 2 = 10	5 x 3 = 15	3 x 5 = 15	50

1. Question paper will be divided into two sections:

(i) Section A

- a) **Multiple choice questions /Fill in the blanks /Direct questions:** There will be 12 questions of 1 mark each. Students need to attempt any 10 questions (Marks 10 x 1 = 10)
- b) **Very short answer type questions:** There will be 7 questions of 2 marks each. Students need to attempt any 5 question. (Marks 5 x 2 = 10)
- c) **Short answer type questions:** There will be 7 questions of 3 marks each. Students need to attempt any 5 questions (Marks 5 x 3 = 15)

(ii) Section B

- a) **Long answer/ Essay type questions:** There will be 5 questions of 5 marks each. Students need to attempt any 3 questions (Marks 3 x 5 = 15)