

FRONT OFFICE OPERATIONS (410)

SAMPLE QUESTION PAPER

Class X (2018-19) (Theory)

Time: 2 hours

Max Marks: 50

General Instructions:

1. Question paper is divided into two sections: Section-A and Section- B.
2. **Section–A:**
 - i. Multiple choice question/Fill in the blanks/Direct Questions of 1 mark each. Answer any 10 questions out of the given 12 questions.
 - ii. Very Short Answer of 2 marks each. Answer any 5 questions from the given 7 questions.
 - iii. Short Answer of 3 marks each. Answer any 5 questions from the given 7 questions.
3. **Section–B:** Long/Essay type questions of 5 marks each. Answer any 3 questions from the given 5 questions.
4. All questions of a particular section must be attempted in the correct order.
5. Please check that this question paper contains 31 questions out of which 23 questions are to be attempted.
6. The maximum time allowed is 2 hrs.

SECTION-A

Multiple Choice Questions (1mark)

(Any 10 questions from 12 questions) -

10 x 1 = 10

1. Information transferred in one direction is called 1
 - a) Informal communication
 - b) Formal communication
 - c) One-way communication
 - d) Two-way communication
2. _____ is the process by which information is organized into symbols that can be conveyed to the receiver. 1
 - a) Decoding
 - b) Transmission
 - c) Encoding
 - d) Receiving
3. What is the capital of Indonesia? 1
 - a) Male
 - b) Jakarta
 - c) Tehran
 - d) Kabul
4. What is the currency of Bangladesh? 1
 - a) Dinar
 - b) Yen
 - c) Yuan
 - d) Taka
5. Which of the following is the code of Saudi Arabian Airline? 1
 - a) SV
 - b) SA
 - c) SY
 - d) AS

6. Hygiene is a word which comes from the name of the _____ goddess of health 1
 a) Spanish b) French
 c) Greek d) Italian
7. Which is the most important skill required while giving information to the guest? 1
 a) Positive attitude b) Punctuality
 c) Communication d) Pleasing personality
8. Which section of the front office is responsible for carrying the luggage of guest to room? 1
 a) Information desk b) Bell desk
 c) Guest relation desk d) Concierge
9. Which department is responsible for giving room keys to the guest on his arrival? 1
 a) Reception b) Reservation
 c) Cashier d) Travel desk
10. Who heads the front office department of a small hotel? 1
 a) Front office Assistant b) Front office Manager
 c) Reservation supervisor d) Front office supervisor
11. Proper collection of the data in computers is called..... 1
 a) Information b) Program
 c) Software d) Hardware
12. The speed of computer is calculated in---- 1
 a) Gigabyte b) MHz
 c) Kilobyte d) Megabyte

Very Short Questions (2marks)

(Any 5 questions from 7 questions)

5 x 2 = 10

13. Enlist the various basic components of communication? 2
14. Differentiate between intrapersonal communication and interpersonal communication? 2
15. Write any four advantages of reading newspaper? 2
16. How newspaper can be used as job portal? 2
17. Briefly explain the importance of hygiene in maintaining good health? 2
18. What are the social benefits of maintaining good hygiene? 2
19. List the main duties of concierge in front office department? 2

Short Questions (3 marks)

(Any 5 questions from 7 questions)

5 x 3 = 15

20. Differentiate between content and context? 3
21. Write any three advantages of written communication? 3
22. Briefly explain any six positive effects of good grooming in the hospitality industry? 3
23. Enlist any six hygiene standards for male and female staff of front office department? 3
24. Briefly explain any six qualities of front office staff? 3
25. Write any six features of a hotel lobby? 3
26. Briefly explain any six advantages of computer? 3

SECTION-B

Long / Essay Type Questions (5 marks)

(Any 3 questions from 5 questions) –

3 x 5 = 15

27. “Newspaper is an important tool in the learning process for front office professional.”
Explain any five points to justify the statement? 5
28. Mention any five functions of below mentioned sections of front office?
a) Telephone Exchange b) Reservation c) Information desk
29. Draw the organization chart of front office department of a medium hotel? 5
30. Explain any six characteristics of computer? 5
31. Explain the role of computer in the below mentioned hotel departments? 5
a) Front desk b) Housekeeping c) Reservation