

FRONT OFFICE OPERATIONS (753)
BLUEPRINT FOR MARKS DISTRIBUTION
Class XII (2018-19)

Time: 3 hours

Marks: 60

The blue print for the examination is as follows:-

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	GUEST CYCLE	2	2	---	1	5
II	RECEPTION	2	2	2	1	7
III	BELL DESK	2	---	2	1	5
IV	DURING THE STAY ACTIVITIES	1	1	1	2	5
V	TELEPHONE	2	---	---	2	4
VI	INFORMATION AND CONCIERGE	1	1	1	3
	GLOSSARY	2	1	---	---	3
	ASSIGNMENT	---	---	1	---	1
TOTAL QUESTIONS		12	7	7	7	33
NO. OF QUESTIONS TO BE ATTEMPTED BY A CANDIDATE		Any 10	Any 5	Any 5	Any 5	25
MARKS		10 x 1 = 10	5 x 2 = 10	5 x 3 = 15	5 x 5 = 25	60

PLEASE NOTE: 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 5 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 7 questions of 5 marks each. Students need to attempt any 5 questions (**Marks 5 x 5 = 25**)