

FRONT OFFICE OPERATION (CODE NO. 410)

CLASS X (SESSION 2019-2020)

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Theory	50 marks
Practical	50 marks
Total Marks	100 marks

❖ **PART A: EMPLOYABILITY SKILLS**

- Unit 1: Communication Skills
- Unit 2: Self-Management Skills
- Unit 3: Basic ICT Skills
- Unit 4: Entrepreneurial Skills
- Unit 5: Green Skills

❖ **PART B:**

- Unit 1: General Awareness
- Unit 2: Grooming and Hygiene
- Unit 3: Qualities of front office staff
- Unit 4: Front office
- Unit 5: Role of computers

❖ **PART C: PRACTICAL WORK**

- Practical Examination
- Written Test
- Viva Voce

❖ **PART D: PROJECT WORK / FIELD VISIT**

- Practical File / Student Portfolio
- Viva Voce