

CBSE – DEPARTMENT OF SKILL EDUCATION
FRONT OFFICE OPERATIONS (SUBJECT CODE 810)
MARKING SCHEME
Class XII (Session 2019–2020)

Time: 3 Hours

Max. Marks: 60

General Instructions:

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

PART A: EMPLOYABILITY SKILLS (10 MARKS)

Q.NO.	EXPECTED ANSWERS/VALUE POINTS <u>Answer any 4 questions out of the given 6 questions</u>	MARKS	TOTAL MARKS
1	A paragraph is a series of sentences that are organized and coherent, and are all related to a single topic.	1	1
2	Language or Sound	1	1
3	Feeling extremely nervous and worried because you believe that other people do not like you or are trying to harm you.	1	1
4	MS Office or Power Point Presentation and Open office impress	1	1
5	Adaptability, Decisiveness, Initiative, Self-Confidence, Organizational Skills, Critical thinking. Student can write any 2	1	1
6	Energy auditor, Chief sustainable officer, Wind/solar energy engineer Student can write any one	1	1

	<u>Answer any 3 questions out of the given 5 questions</u>		
7	Communication is the act of conveying meanings from one entity or group to another through the use of mutually understood signs, symbols, and semiotic rules.	2	2
8	It increases individual's energy and activity. It directs an individual towards specific goals. It results in initiation and persistence of specific activities, thus keeps him/her active. It affects cognitive processes and learning strategies used by individual for completing similar tasks. Student can write any 2	2	2
9	A presentation is a systematic display of information. It consists of a number of slides containing text, graphics, movies, sound, and graphs. Slides of a presentation are displayed one by one on the screen.	2	2
10	Entrepreneurship has been described as the "capacity and willingness to develop, organize and manage a business venture along with any of its risks to make a profit.	2	2
11	Green jobs are those jobs that are done keeping the environment in mind.	2	2
	PART B: SUBJECT SKILLS <u>Answer any 10 questions out of the given 12 questions</u>		
12	The Statler hotel.	1	1
13	a) Fortune Hotels b) Welcom Heritage Hotels (Any other, any two)	½ ½	1
14	The Indian Hotel Company (IHC)	1	1
15	Late Rai Bahadur Mohan Singh Oberoi	1	1
16	Non-guaranteed reservation is when the hotel agrees to hold a room for the guest until a stated reservation cancellation hour(usually 6p.m) on the day of arrival.	1	1

17	Central Reservation System	1	1
18	<ul style="list-style-type: none"> SABRE Galileo International (Any other, any two)	$\frac{1}{2}$ $\frac{1}{2}$	1
19	The Chronic complainer customer is never happy and continuously reports issues.	1	1
20	An attitudinal complaint is about impolite, unprofessional and indifferent behavior of staff members of the hotel.	1	1
21	Empathy is defined as the ability to imagine oneself in another's place and understand the other's feelings, desires, ideas and actions.	1	1
22	"Ecotourism is responsible travel to natural areas that conserves the environment and improves the well being of local people."	1	1
23	<ul style="list-style-type: none"> Energy Star Green Seal (Any other, any two)	$\frac{1}{2}$ $\frac{1}{2}$	1
<u>Answer any 5 questions out of the given 7 questions</u>			
24	The second half of the 18 th century, before the French Revolution, is referred as the "golden era of era". In those days, 'Grand Tour' of the European continent was taken by the wealthy families in Britain for educational purpose. It gave a big push to the hotel industry in cities of France, Italy, and Germany etc. This gave rise to the development of the modern hotel industry.	2	2
25	<ul style="list-style-type: none"> Holiday Inn - Inter Continental Hotel Group (IHG) Hyatt Hotels & Resorts - Hyatt Hotel Corporation 	1+1	2
26	Know your customer expectations before they even have to ask for it. Or Willingness to go the extra mile to fulfill the need of a customer. Examples: <ul style="list-style-type: none"> Open the door for the guest Offer baby high chair to guest with kid. (Any other points)	1+ $\frac{1}{2}$ + $\frac{1}{2}$	2

27	<ul style="list-style-type: none"> • Conducting the reservation enquiry. • Determining room and rate availability • Creating the reservation record. • Confirming the reservation record (Any other, any four points)	$\frac{1}{2}$ $\frac{1}{2}$ $\frac{1}{2}$ $\frac{1}{2}$	2
28	A guest who doesn't arrive to pick up the reservation and for which formal cancellation is not done by them is called no-show. <ul style="list-style-type: none"> • Hotel will compensate some amount of money and remaining money is refunded. • In case of natural circumstances like an earthquake, flight delayed total money are refunded to guest. 	1 $\frac{1}{2}$ $\frac{1}{2}$	2
29	<ul style="list-style-type: none"> • Lost and found article has to be handed over to the housekeeping department which maintains a special locker for this purpose. • If the item belongs to the guest who has already checked out, then a letter has to be sent to the forwarding address left by the guest while checkout. If no reply is received by the hotel within certain time limit, that may be auctioned to the hotel employees as per the hotel rules. 	1+1	2
30	Importance of security records in hotels: <ul style="list-style-type: none"> • They allow hotel management to track issues. • Vehicle maintenance records allow hotel to track maintenance issues. • Most municipalities mandate periodic testing of the fire alarm system and recordings of the results. • Security records may assist the hotel with insurance claims made by either the hotel or the guest. In both case security records can present the hotel's view of what happened. 	$\frac{1}{2}$ $\frac{1}{2}$ $\frac{1}{2}$ $\frac{1}{2}$	2
<u>Answer any 5 questions out of the given 7 questions</u>			
31	<ul style="list-style-type: none"> • Get organized • Answer all calls courteously • Answer all calls promptly (within the third ring) • Always answer pleasantly and with greeting • Identify your establishment • Identify your department • Identify yourself • Ask caller's identity • Ask callers need (Any other, any six points)	6x$\frac{1}{2}$	3

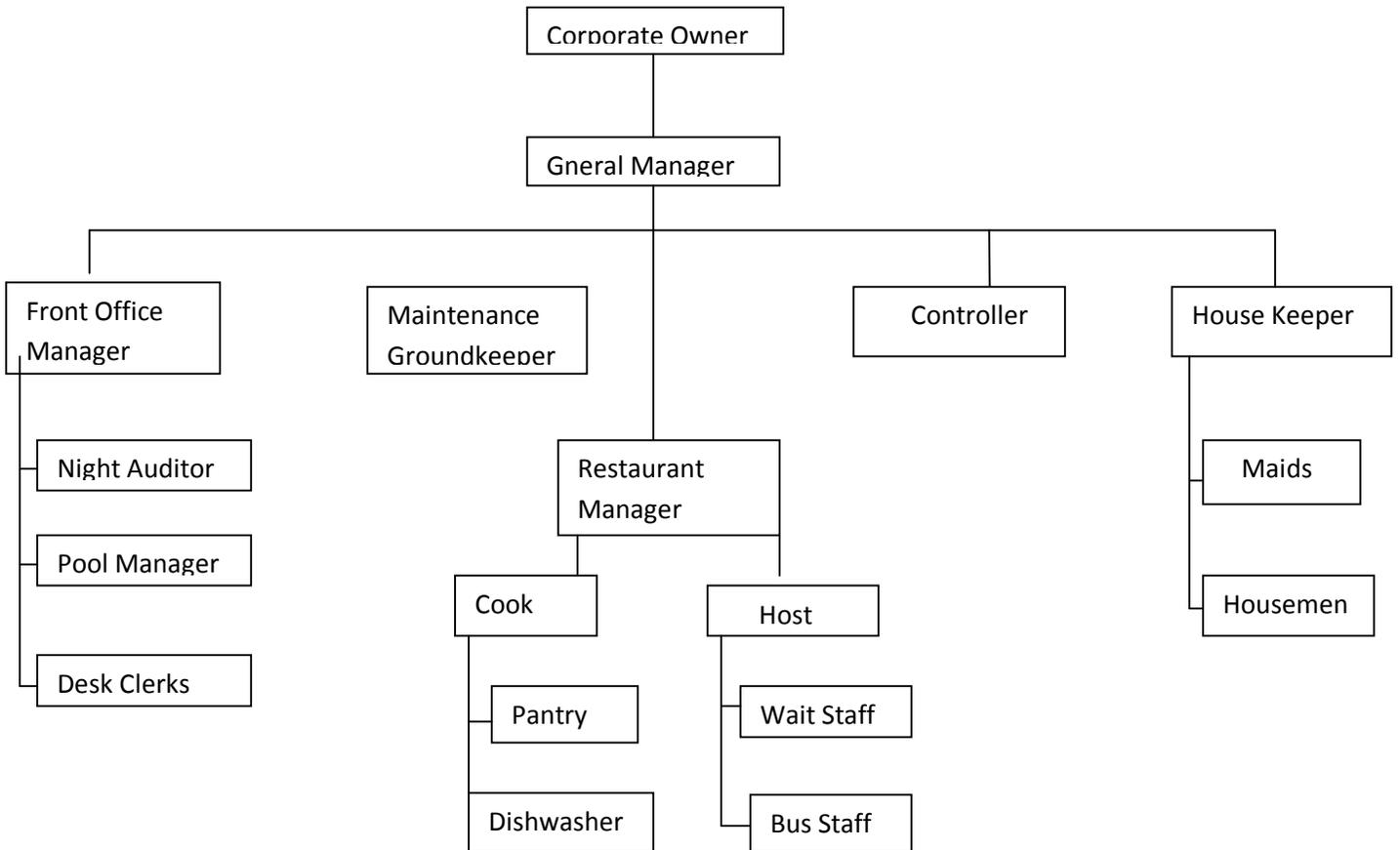
<p>32</p>	<p>Attributes of hospitality professional:</p> <ul style="list-style-type: none"> • Be conscious of their image- they dress smartly and carry themselves confidently. • Be knowledgeable and have the required specialized skills and experience. • Be visionary leaders who can motivate their subordinates. • Be honest and trustworthy. • Willing to learn from mistakes. • Respond to a crisis and effectively resolve problems. <p>(Any other, any six points)</p>	<p>6x½</p>	<p>3</p>
<p>33</p>	<p>Qualities of Front Office staff:</p> <ul style="list-style-type: none"> • Understand their respective roles and responsibilities in the hotel and front office as an operation. • Equip themselves with basic etiquettes and mannerism. • Possess pleasant, polite, and cordial personality. • Wear clean and neat uniform with same accessories and footwear. • Conduct themselves with professionalism, positive attitude, and cooperative nature. • Possess extraordinary communication skills. <p>(Any other, any six points)</p>	<p>6x½</p>	<p>3</p>
<p>34</p>	<p>Identifying Complaints: Front office can identify complaints by reviewing front office log book or by guest comment card or guest feedback form. It is very essential for the management to identify and address recurring complaints and problems. By examining the type of complaints and the staff and the staff members involved in it, management can solve it effectively.</p> <p>Handling Complaints: Handle the guest complaints efficiently. Front office staff members should not make promises that exceed their authority. If a problem cannot be solved, front office staff should admit this to the guest early on.</p> <p>Follow-up Procedures: Once the complaints are identified by the staff, there are certain guidelines to be followed by the management. Always remember to follow the procedures to handle guest complaints at hotel effectively to ensure guest satisfaction.</p>	<p>3x1</p>	<p>3</p>
<p>35</p>	<p>Listen: When handling a guest complaint the first thing to do is to listen</p>	<p>3x1</p>	<p>3</p>

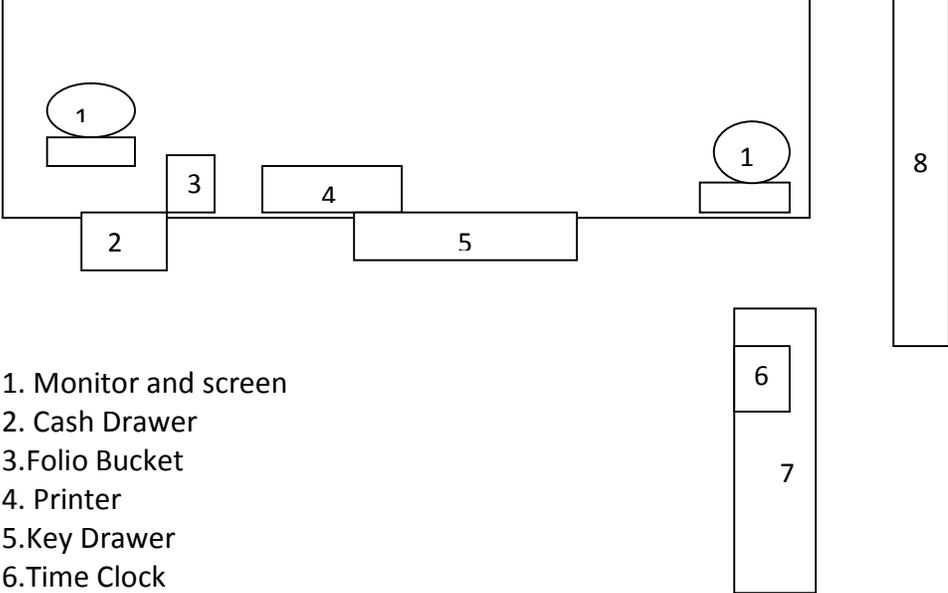
	<p>to the guest. Listen attentively to the guest with concern and empathy and understand what exactly wrong to the guest is and try to figure out why he is upset. Do not interrupt; listen to what they want from you to resolve the issue.</p> <p>Understand: Understand the guest’s complaint. So before we attempt to explain anything, challenge their complaint or offer a resolution to the situation, try and see from the guest point of view.</p> <p>Empathize: Complaint has to be handled positively and with empathy for the guest, aspiring for 100% guest satisfaction as the outcome. If we look at the situation or problem from the guest’s perspective, we will be able to better understand their frustration or anger. Empathizing with the guest is a good way to handle guest complaints as it shows them that you understand what they are going through.</p> <p>(Any other, any three points)</p>		
36	<p>Characteristics of green hotels:</p> <ul style="list-style-type: none"> • Housekeeping uses non-toxic cleaning agents and laundry detergents. • 100% organic cotton sheets, towels and mattresses. • Non-smoking environment. • Renewable energy sources like solar or wind energy • On-site transportation with green vehicles. • Non-disposable dishes. <p>(Any other, any six points)</p>	6x½	3
37	<p>Stay ahead of competition: A green hotel can gain competitive advantage over others as today’s guests respect the idea of conserving the environment.</p> <p>Decreased costs: Hotels can considerably lower their operating costs by implementing environment friendly practices.</p> <p>Marketing opportunities: Hotels can market their property in a unique way highlighting the environmental friendly practices.</p> <p>(Any other, any three points)</p>	3x1	3

Answer any 3 questions out of the given 5 questions

38.

5



<p>39</p>	 <p>1. Monitor and screen 2. Cash Drawer 3. Folio Bucket 4. Printer 5. Key Drawer 6. Time Clock 7. Call Accounting 8. Emergency Management/ Security Display Panel</p>	<p>5</p>	<p>5</p>
<p>40</p>	<p>Tentative Reservation: This is when a request from a guest is received for some future day arrival and the hotel blocks the room for this guest provisionally in the hotel records such as charts and diaries and racks or computer and sends a letter of offer to the prospective guest. The offer has a cutoff date by which the guest should send his confirmation which may be in the form of a letter, guarantee by company, credit card or deposit and whichever the hotel may require. Once the confirmation from the guest is received by the hotel till the cutoff date the hotel makes the tentative booking into confirmed booking otherwise the tentative booking is cancelled and records updated.</p> <p>Waitlisted Reservation: A reservation is waitlisted when the requested category of room is not available for the requested dates. The waitlisted reservation is confirmed when the hotel receives a cancellation request for the room of the same category. The hotel does not guarantee a room for waitlist reservations.</p> <p>Confirmed Reservation:</p>	<p>5x1</p>	<p>5</p>

	<p>Once a guest confirms a reservation request, the hotel blocks a room for specified stay dates and sends a written confirmation of the same to the guest. A confirmed reservation can be of the following two types.</p> <ul style="list-style-type: none"> • Guaranteed Reservation • Non-guaranteed Reservation <p>Guaranteed Reservation means that the guest has paid for the reservation in advance, and the hotel must hold the room for the guest, it ensures that the hotel will hold the room for the guest until a specific time of guest's scheduled arrival.</p> <p>Non-guaranteed reservation is when the hotel agrees to hold a room for the guest until a stated reservation cancellation hour (usually 6p.m) on the day of arrival.</p>		
41	<ul style="list-style-type: none"> • Rooms are already blocked for the group • Tags to identify baggage should be attached to the baggage and room number(errand card) • Registration card may be distributed through the group leader • Welcome drinks should be provided before the room assignment to VIP. • VIPS should be received by the Front Office Manager or General Manager. • Receptionist notifies the housekeeping for welcome card and bouquet of flowers and rooms service for fruits in the guest bedroom. • In some instances, registration of the guest may take place in his/her room. • In the case of airline crews, physically disabled, old guests etc the registration card can be completed in advance, necessitating only the guest signature on arrival. 	5	5
42	<ul style="list-style-type: none"> • Signal the colleague to also listen in the call and try to find out the location through exchange. • Listen the caller carefully and make it prolong and get all the information carefully-place where planted, time of explosion and strength of explosives. • If possible this call may be taped and note the back noise and try to catch information from accent and police to be informed. • Immediately after disconnection the GM and security officer has to be informed. • If the location is identified the department head should be also informed. • People from that suspected area have to be evacuated from that particular location. • After 'all clear' signal from the police is received the normal process of hotel can be continued. 	5	5