

CBSE | DEPARTMENT OF SKILL EDUCATION

FRONT OFFICE OPERATIONS (SUBJECT CODE- 810)

MARKING SCHEME for Class XII (Session 2020-2021)

Max. Time: 3 Hours

Max. Marks: 60

PART A - EMPLOYABILITY SKILLS (10 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANSWER TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	
1	Communication Skills-IV	1	1	2
2	Self-Management Skills-IV	2	1	3
3	Information and Communication Technology Skills-IV	1	1	2
4	Entrepreneurial Skills-IV	1	1	2
5	Green Skills-IV	1	1	2
TOTAL QUESTIONS		6	5	11
NO. OF QUESTIONS TO BE ANSWERED		Any 4	Any 3	
TOTAL MARKS		1 x 4 = 4	2 x 3 = 6	10 MARKS

PART B - SUBJECT SPECIFIC SKILLS (50 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANS. TYPE QUES.- I	SHORT ANS. TYPE QUES.- II	DESCRIPTIVE/ LONG ANS. TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	3 MARKS EACH	4 MARKS EACH	
1	History and Evolution of Hotel Industry	6	1	-	-	7
2	Etiquettes and Manners	3	1	-	-	4
3	Hotel Organization	2	-	-	1	3
4	Organization of Front Office Department	2	-	1	-	3
5	Introduction to The Hospitality Industry	7	1	-	2	10
6	Hotel Safety and Security	5	1	-	1	7
7	Problem Solving and Situation Handling	4	-	1	1	6
8	Responsible Hotels	3	1	1	-	5
TOTAL QUESTIONS		32	5	3	5	45
NO. OF QUESTIONS TO BE ANSWERED		26	Any 3	Any 2	Any 3	
TOTAL MARKS		1 x 26 = 26	2 x 3 = 6	3 x 2 = 6	4 x 3 = 12	50 MARKS

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Max. Time: 3 Hours

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General Instructions:

1. Please read the instructions carefully.
2. This Question Paper consists of **24 questions** in two sections – Section A & Section B.
3. Section A has Objective type questions whereas Section B contains Subjective type questions.
4. **Out of the given (6 + 18 =) 24 questions, a candidate has to answer (6 + 11 =) 17 questions in the allotted (maximum) time of 3 hours.**
5. All questions of a particular section must be attempted in the correct order.
6. **SECTION A - OBJECTIVE TYPE QUESTIONS (30 MARKS):**
 - i. This section has 06 questions.
 - ii. There is no negative marking.
 - iii. Do as per the instructions given.
 - iv. Marks allotted are mentioned against each question/part.
7. **SECTION B – SUBJECTIVE TYPE QUESTIONS (30 MARKS):**
 - i. This section contains 18 questions.
 - ii. A candidate has to do 11 questions.
 - iii. Do as per the instructions given.
 - iv. Marks allotted are mentioned against each question/part.

SECTION A: OBJECTIVE TYPE QUESTIONS

Q. 1	Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)	
i	b) Conjunction	1
ii	c) Schizoid	1
iii	a) Feedback	1
iv	d) Click the column heading letter	1
v	b) Persistence	1
vi	c) Biofuel	1

Q. 2	Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)	
i	b) Invention of wheel	1
ii	c) Mansions	1
iii	b) Industrial Revolution	1
iv	c) Chalets	1
v	a) The Tremont House	1
vi	c) Ashoka Group	1
vii	a) Brush-off	

Q. 3	Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)	
i	c) Greeting, company and your name	1
ii	c) May, I please place your call on hold	1
iii	b) Human Resource	1
iv	a) Travel Agency	1
v	c) Uniformed Services	1
vi	c) To know his level of satisfaction with hotel and service	1
vii	b) Mumbai	

Q. 4	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i	c) Walk-in	1
ii	c) Availability of rooms of a particular type	1
iii	d) Reservation system	1
iv	c) A guest departs prior to scheduled departure date	1
v	c) No show	1
vi	d) A list of charges of the hotel	1

Q. 5	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i	b) Security	1
ii	b) Emergency key	1
iii	b) House keeping	1
iv	c) Assess, diagnose, treat, medical attention	1
v	c) At every shift	1
vi	b) Honesty	1

Q. 6	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i	a) Service-related complaints	1
ii	c) Listening	1
iii	c) Inform the maintenance section and do the follow up.	1
iv	b) Development that meets the needs of both present and future generations.	1
v	b) Habitat destruction	1
vi	a) 75	1

SECTION B: SUBJECTIVE TYPE QUESTIONS

Answer any 3 out of the given 5 questions on Employability Skills (2 x 3 = 6 marks)

Answer each question in 20 – 30 words.

Q. 7	One of the most critical skills in effective communication is active listening. Improving our active listening skills will help us succeed. Developing this soft skill will help build and maintain relationships, solve problems, improve processes and retain information such as instructions, procedures and expectations and this soft skill will help to improve our personality	2
Q. 8	Four sources of self-motivation are: <ul style="list-style-type: none">• Music• Books• Activities• Dreaming big (Any other points)	2
Q. 9	A spreadsheet or electronic Spreadsheet is also a long sheet of rows and columns on the computer screen. This helps to manage and organize data in rows and columns. Spread sheet can be used to: <ol style="list-style-type: none">1. Create data reports2. Manage accounting documents (Any other two points)	2
Q. 10	Four benefits of entrepreneurial competencies <ol style="list-style-type: none">1. Taking actions to implement the ideas.2. Networking with stakeholders3. Strategizing and planning the steps that need to be taken.4. Preparing an action plan and timeline. (Any other four points)	2
Q. 11	Green jobs are found in many sectors of the economy. They help to cut the consumption of energy, raw materials and water through high-efficiency strategies, de-carbonize the economy and reduce greenhouse-gas emissions, minimize or avoid altogether all forms of waste and pollution, protect and restore ecosystems and biodiversity.	2

Answer any 3 out of the given 5 questions in 20 – 30 words each (2 x 3 = 6 marks)

<p>Q. 12</p>	<p>Hospitality, which was rather a part of the culture, emerged as a huge business opportunity. A lot of people started building hotels and they incorporated more and more facilities. Some people saw the opportunity and jumped into the hotel business. The improvisation in the modes of transport made journeys safer, easier and faster enabling economical as well as frequent mass movement. The development of rope ways lead to the growth of many hotels in the Alpine ranges particularly in Switzerland.</p>	<p>2</p>
<p>Q. 13</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 hard working, self-disciplines individuals who are accountable for their words and actions. • Be visionary leaders who can motivate their subordinates. <p>(Any other four points)</p>	<p>2</p>
<p>Q. 14</p>	<p>This is when a request from a prospective 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>2</p>
<p>Q. 15</p>	<p>Hotels have bank type of lockers installed at the front office cash. A locker is allotted to guest that can be opened by using two keys. The master key is with the front office cashier and other key is issued to the guest. A contract is also signed in between the guest and the hotel. Whenever a guest wants to open his locker it has to be entered into the locker operating register. Signatures are always verified with the specimen. Head cashier inserts his key then a guest inserts his own key, and then only a lock can be opened. Guest is left alone to operate his locker.</p>	<p>2</p>
<p>Q. 16</p>	<p>Earth Check is favored by many leading eco-conscious hotel companies— e.g., Intercontinental, Langham, Taj, Radisson, Six Senses—the Earth Check six-step process starts with benchmarking to lay the foundation for sustainable practices and ends with several levels of certification. It is based in Australia.</p>	<p>2</p>

Answer any 2 out of the given 3 questions in 30– 50 words each(3 x 2 = 6 marks)

<p>Q. 17</p>	<p>The front desk needs to be positioned appropriately such that the staff and the guests can use them conveniently. The front desk needs to be:</p> <ul style="list-style-type: none"> • Positioned at an adequate height and reach. • An adequately lit-up area. • Aesthetically furnished. • Preferably near the hotel lobby and lift. • Preferably near the sitting area. • Wide enough to make the staff member communicate with the guests across the desk. 	<p>3</p>
<p>Q. 18</p>	<p>Empathy is defined as the ability to imagine oneself in another's place and understand the other's feelings, desires, ideas and actions.</p> <p>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 and/or anger. Empathizing with the guest is a good way to handle guest complaints as it shows them that we understand what they are going through. It will help to defuse the situation. The best way to show empathy to guest is by naming the emotion. Bynaming the emotion, expressing understanding and placing ourselves in the guest's place, we begin the process of diffusing the situation.</p>	<p>3</p>
<p>Q. 19</p>	<ol style="list-style-type: none"> 1. Housekeeping uses non – toxic cleaning agents and laundry detergents 2. 100% organic cotton sheets, towels and mattresses 3. Non –smoking environment 4. Renewable energy sources like solar or wind energy 5. On-site transportation with green vehicles 6. Non – disposable dishes <p>(Any other points)</p>	<p>3</p>

Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)

<p>Q. 20</p>	<pre> graph TD CO[Corporate Owner] --> GM[General Manager] GM --> FOM[Front Office Manager] GM --> MG[Maintenance Groundkeeper] GM --> C[Controller] GM --> HK[House Keeper] GM --> RM[Restaurant Manager] FOM --> NA[Night Auditor] FOM --> PM[Pool Manager] FOM --> DC[Desk Clerks] HK --> M[Maids] HK --> H[Housemen] RM --> Ck[Cook] RM --> Hst[Host] RM --> BS[Bus Staff] Ck --> P[Pantry] Ck --> DW[Dishwasher] Hst --> WS[Wait Staff] </pre>	<p>4</p>
<p>Q. 21</p>	<p>There are two basic types of central reservation system, a) Affiliate network and b) Non affiliate network</p> <p>A) An affiliate network is a hotel chains network where all individual units are linked through the central network. Chain hotels link their operations to streamline the processing of reservations and reduce overall system costs; and at the same time, it also allows the non-chain properties to join the system as overflow facilities. Overflow facilities receive reservation requests only after all room availabilities in chain properties within a geographic area are exhausted</p> <p>B) A non-affiliated reservation system connects non chain properties and enables independent hotel operators to get the benefit of reservation which the units of chain get and this system also take care of the advertising of the properties.</p> <p>Two CRS networks available in India.</p> <ol style="list-style-type: none"> 1. Amadeus – Hires 2. Galileo –Room Master <p>(Any other two)</p>	<p>4</p>

<p>Q. 22</p>	<p>The reservation process is of vital importance to a hotel as it:</p> <ol style="list-style-type: none"> 1) Gives the first impression of the hotels to the guests 2) Sells the main product of the hotel (accommodation) 3) Generates customers for the other department 4) Provides important management information to other departments 5) Updates room availability record and thus maximizes the revenue generated from room bookings. 6) It prepares the housekeeping and front office for arrivals by communicating the arrival details taken at the time of reservation 7) It helps in planning the distribution of staff at the front desk <p>It provides the reservation data to the finance department, which forecasts the volume of business on the basis of confirmed reservations</p>	<p>4</p>
<p>Q. 23</p>	<p>A drunken guest may disturb other guests. Hotel staff should calmly handle the situation.</p> <ul style="list-style-type: none"> • Don't argue with the intoxicated guest. • Don't embarrass the guest, especially in front of other people. • Invite the problem guest to an area away from other guests, where you can talk. • Deal with the situation in a calm, friendly way. Speak to the person directly, and firmly explain that what they are doing is unacceptable at your party. • Listen and empathize with your guest. <p>For Female /Women guests, the hotels adopt certain extra security measures which are:</p> <ol style="list-style-type: none"> 1) Mirrored walls of the guest room floor / corridor so that the female guest can actually watch who is walking behind her. 2) Well-lit public areas like lobby, bars, swimming pool and parking place, 3) Valet parking services to avoid the need of a female guest to enter the parking area where doubtful and suspicious people can be present. 4) Assigning rooms closer to the elevators. 	<p>4</p>
<p>Q. 24</p>	<p>Guest sometime expects the Front office staff to resolve or at least listen such kind of complaints which are unusual and hotel cannot do anything about them. Sometime guests demand something that simply is unwarranted or impossible to deliver.</p> <p>Examples:</p> <ol style="list-style-type: none"> 1. Guest may complain about the absence of a swimming pool 2. Lack of public transportation <p>Hotels generally have little or no control over the circumstances surrounding unusual complaints. Front office management should alert front desk agents that on occasions guest may complain about things the staff can do nothing about them. Through such orientation, staff will be better prepared to handle an unusual situation with the appropriate guest relations techniques and avoid a potentially difficult encounter.</p>	<p>4</p>