

CBSE | DEPARTMENT OF SKILL EDUCATION

FRONT OFFICE OPERATIONS (SUBJECT CODE -410)

CLASS IX (SESSION 2021-2022)

BLUE PRINT FOR SAMPLE QUESTION PAPER FOR TERM -1

Max. Time Allowed: 1 Hour

Max. Marks: 25

PART A - EMPLOYABILITY SKILLS (05 MARKS):

UNIT NO.	NAME OF THE UNIT	NO. OF QUESTIONS (1 MARK EACH)
1	Communication Skills-I	2
2	Self-Management Skills-I	2
3	Information and Communication Technology Skills-I	2
TOTAL QUESTIONS		6 Questions
NO. OF QUESTIONS TO BE ANSWERED		Any 5 Questions
TOTAL MARKS		1 x 5 = 5 Marks

PART B - SUBJECT SPECIFIC SKILLS (20 MARKS):

UNIT NO.	NAME OF THE UNIT	NO. OF QUESTIONS (1 MARK EACH)
1	Introduction to Tourism	9
2	Major Tourist Destinations of India	11
3	Impacts of Tourism	7
TOTAL QUESTIONS		27 Questions
NO. OF QUESTIONS TO BE ANSWERED		20 Questions
TOTAL MARKS		1 x 20 = 20 MARKS

CBSE | DEPARTMENT OF SKILL EDUCATION

FRONT OFFICE OPERATIONS (SUBJECT CODE -410)

CLASS IX (SESSION 2021-2022) SAMPLE QUESTION PAPER FOR TERM -1

Max. Time Allowed: 1 Hour

Max. Marks: 25

General Instructions:

1. Please read the instructions carefully
2. This Question Paper is divided into 03 sections, viz., Section A, Section B and Section C.
3. Section A is of 05 marks and has 06 questions on Employability Skills.
4. Section B is of 15 marks and has 20 questions on Subject specific Skills.
5. Section C is of 05 marks and has 07 competency-based questions.
6. Do as per the instructions given in the respective sections.
7. Marks allotted are mentioned against each section/question.
8. All questions must be attempted in the correct order

SECTION A

Answer any 5 questions out of the given 6 questions on Employability Skills

(1 x 5 = 5 marks)

1.	A postal code is _____. a) a group of numbers or letters used to identify a government building. b) a code used to indicate the door number of a house. c) a group of numbers or letters used by the post office to identify a region. d) a code used to identify different post offices.	1
2.	What steps should one take to build confidence? a) Set goals in life b) Talk to people who are confident c) Always think positively d) Appreciate oneself for all the achievements	1
3.	_____ program helps in detecting and removing viruses in computers. a) File management Tool b) Antivirus software c) Compression d) Disk Management Tools	1
4.	A person who conforms well with norms of a team and contributes to the attainment of the common goals in an efficient and effective way is called _____. a) Self Motivated Person b) Team Player c) Self Confident person d) Time Management Person	1

5.	What is the full form of CPU? a) Central Procedure Unit b) Control Processing Unit c) Control Procedure Unit d) Central Processing Unit	1
6.	Which of the following is an appropriate example of oral communication? a) Newspaper b) Notes c) Face-to-face conversation d) Reports	1

SECTION B

Answer any 15 questions out of the given 20 questions

(1 x 15 = 15 marks)

7.	_____ is known as "God's Own Country". a) Goa b) Odisha c) Maharashtra d) Kerala	1
8.	Keeping the current situation in mind, people have resumed travel to their favorite destinations while adhering to all necessary protocol. Many places have seen an increase in employment as a result of tourism activities. The above statement demonstrates which of the following impact on tourism. a) Economic b) Cultural c) Social d) Political	1
9.	_____ is done to improve one's health, such as a visit to a health resort or weight-loss camp. a) Wilderness Tourism b) Health/Medical Tourism c) Ecotourism d) Sports Tourism	1
10.	_____ is considered as the most prominent shrine of the Sikhs. a) Anandpur Sahib b) Damdama Sahib c) Hazur Sahib d) Harminder Sahib	1
11.	Tourism is the movement of people away from their normal place of residence and work for a period of not less than _____ hours. a) 12 b) 48 c) 24 d) 22	1

12.	Which of the following is not the social impact of Tourism? a) Changing Family System and Lifestyles b) Stimulation of Infrastructure Investment c) Spread of Diseases in Host Countries d) Increase in Crime and Illicit Activities	1
13.	_____ are the intermediary between the traveller and the supplier of tourist services a) Tour Operator b) Guide Services c) Travel Agency d) Ground Operators	1
14.	In recent years, the Ministry of Tourism and Culture of the Government of India has launched the _____ campaign, which has resulted in the growth of culture tourism in India. a) Invincible India! b) Spectacular India! c) Amazing India! d) Incredible India!	1
15.	_____ is situated in the Himalayan range, at a staggering elevation of 2500-meters above sea level. a) Srinagar b) Mussoorie c) Shimla d) Manali	1
16.	What is the full form of ITDC? a) Indian Tourist Development Corporation b) Indian Tourism Development Committee c) Indian Tourism Development Corporation d) Indian Tourist Development Committee	1
17.	_____ is the concept of visiting a place as a tourist and trying to make only a positive impact on the environment, society and economy. a) Sustainable tourism b) Adventure Tourism c) Alternative Tourism d) Cultural Tourism	1
18.	Mount Kanchenjunga, the world's third highest mountain, can be seen from _____, which is also known for its rich tea plantations. a) Gangtok b) Mahabaleshwar c) Darjeeling d) Munnar	1

19.	_____ is the movement of large groups of people to specialized tourist locations. a) Alternative Tourism b) Pleasure Tourism c) Ecotourism d) Mass Tourism	1
20.	In 1799 AD, Sawai Pratap Singh, grandson of Sawai Jai Singh and son of Sawai Madhoo Singh, built a multi-layered palace known as _____. a) Red Fort, b) Hawa Mahal c) City Palace d) Golconda Fort	1
21.	_____ is as an ideal place to start a pilgrim journey to Mount Kailash. a) Varanasi b) Mathura-Vrindavan c) Haridwar d) Tirupati	1
22.	Which of the following is not the economic impact of Tourism? a) Foreign Exchange Earnings b) Alteration of Ecosystems by Tourist Activities c) Employment Generation d) Seasonal Character of Jobs	1
23.	Which of the following tourism can help a traveler to experience something very different from everyday life in remote wilderness areas? a) Religious Tourism b) Heritage Tourism c) Wilderness Tourism d) Ecotourism	1
24.	In Puri, Odisha, _____ is dedicated to Lord Jagannath and is also known for its annual Rath Yatra. a) Jagannath Temple b) Badrinath Temple c) Rameswaram Temple d) Dwarakadhish Temple	1
25.	_____ is the first Anglican Church of the Mumbai city whose foundation was laid in 1672 and was completed in 1718. a) Little Mount Church b) Santa Cruz Basilica c) Cathedral Church of St. Thomas d) Christ Church	1
26.	Movement of people within one's own country is called as _____. a) Domestic Tourism b) Inbound Tourism c) Outbound Tourism d) Regional Tourism	1

SECTION C
(COMPETENCY BASED QUESTIONS)

Answer any 5 questions out of the given 7 questions

(1 x 5 = 5 marks)

27.	<p>Ms. Evanca Came to India for meeting her relatives and went back on the same day to her home county without staying overnight.</p> <p>Mr. Evanca will be considered as</p> <ul style="list-style-type: none">a) Domestic Touristb) Inbound Touristc) Outbound Touristd) Excurtionist	1
28.	<p>A trip to Goa was planned by five friends. After deciding on dates, they began searching online for various tourism components that they would require during their trip. After looking for so many options they decided that they should look for someone who can assist them in booking everything.</p> <p>According to you whom they should approach, so that they can book everything under one roof.</p> <ul style="list-style-type: none">a) Tourist Information Centersb) Guide Servicesc) Travel Agencyd) Ground Operators	1
29.	<p>Mr. Donald came to India for a trip as his children wanted to see rich culture of India. After looking on so many places he finally booked the ticket for a palace which was located along the shores of the Pichola Lake.</p> <p>Which of the following palace he would be visiting during his trip to India?</p> <ul style="list-style-type: none">a) Hawa Mahal, Jaipurb) City Palace, Udaipurc) City Palace, Jaipurd) Singhgad Fort, Maharashtra	1
30.	<p>Ronit said to Shivani that his parents are Lord Shiva divotees. He stated that he wishes to organize a religious trip to any well-known temple in India where Lord Shiva is worshiped.</p> <p>Which of the following religious sites, in your opinion, should be suggested by Shivani to Ronit so that he can plan the trip?</p> <ul style="list-style-type: none">a) Kamakhya Templeb) Vaishno Devic) Amarnathd) Siddhivinayak Temple	1

31.	<p>Ms. Saloni always wanted to see a snow leopard because she had seen them in movies but had never seen one in person.</p> <p>Which of the following wildlife sanctuary she should visit so that her dream becomes reality?</p> <p>a) Jim Corbett National Park b) The Periyar Wildlife Sanctuary c) Sasangir Wildlife Sanctuary d) Dhangadhra Sanctuary</p>	1
32.	<p>In today's time with the movement of people, Covid 19 is also spreading and create health related problems among the residents of the host countries due to which flights has been cancelled for may tourist destinations around the world.</p> <p>Which impact of tourism will be considered in the above-mentioned situation?</p> <p>a) Environmental Impact b) Political Impact c) Social Impact d) Cultural Impact</p>	1
33.	<p>During an interview, Shimla residents expressed their delight at the increased tourist footfall in recent days. They also stated that the increase in tourists in Shimla has provided employment for the majority of the city's residents.</p> <p>Which impact of tourism can be considered in light of the statements made by Shimla residents during the interview?</p> <p>a) Environmental Impact b) Political Impact c) Social Impact d) Economic Impact</p>	1