

# CBSE | DEPARTMENT OF SKILL EDUCATION

## FRONT OFFICE OPERATIONS (SUBJECT CODE -410)

CLASS X (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-II	2
2	Self-Management Skills-II	2
3	Information and Communication Technology Skills-II	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	General Awareness	12
2	Grooming and Hygiene	9
3	Qualities of front office staff	6
TOTAL QUESTIONS		27 Questions
NO. OF QUESTIONS TO BE ANSWERED		20 Questions
TOTAL MARKS		1 x 20 = 20 MARKS

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Max. Time Allowed: 1 Hour

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#### 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.	Which of the following shortcut command is used to undo a task in word file? a) CTRL+Y b) CTRL+Z c)CTRL+V d)CTRL+S	1
2.	Rahul lives at a hostel in Goa. He calls his mother who lives in Bangalore, to get her approval for the picnic to Mumbai. However, due to a phone line outage, his mother was unable to understand and respond to him. He became enraged. What other means can he use to obtain his mother's immediate approval? a) Fax b) Letter c)Email d)Message through a friend.	1
3.	Ability of a person to do things that needs to be done without being influenced by someone or something is called _____. a) Self-Motivation b) Self Discipline c) Self Awareness d) Self-Regulation	1

4.	Which of the following is a valid file extension for Notepad file? (a) .jpg (b) .doc (c) .text (d) .txt	1
5.	Thomas works hard to get the best student award at the end of year. What type of motivation is this? a) Internal b) External c) Both internal and external d) Not any specific type of motivation	1
6.	The final component in the communication process is _____, which defines the receiver's response to the sender. a) Decoding b) Request c) Feedback d) Response	1

## SECTION B

Answer any 15 questions out of the given 20 questions

(1 x 15 = 15 marks)

7.	Which of the following is the capital of Uttar Pradesh? a) Imphal b) Dehradun c) Lucknow d) Srinagar	1
8.	Which of the following should not be the part of grooming standards while working in hotels? a) Conservative and elegant jewellery b) Cuffs and Collars to be stain free and clean c) Moustaches neatly trimmed d) Expensive and showy watches	1
9.	“Being the nerve centre of the hotel, the front office is constantly in touch with guests and therefore invariably comes under tremendous pressure” Keeping the above statement in mind front office professional should have which of the following quality a) Personal Hygiene b) Good Communication Skills c) Calmness d) Memorizing Skill	1
10.	Which of the following is the capital of United Arab Emirates? a) Kuwait b) Abu Dhabi c) Dubai d) Sharjah	1

11.	During working hours, front-office employees are always on their feet. Which of the following qualities should staff have in order to be able to stand for long periods of time? a) Honesty b) Punctuality c) Physical Ability d) Etiquette and Manners	1
12.	In today's time _____ is the prime responsibility of every front office personnel as they have direct contact with guests. a) Positive guest service attitude b) Personal appearance c) Interpersonal skills. d) Personal hygiene	1
13.	A modern newspaper is a _____ and an encyclopaedia in miniature. a) Dictionary b) Chronicle c) Knowledgeable d) Articles	1
14.	According to grooming standards for men, _____ is only permitted as part of religious sentiments in hotels. a) Moustache b) Sideburns c) Beard d) Hairspray	1
15.	As a front office staff, you are attending a regular customer at reception. In order to promote your salesmanship, the most important skill required is: a) Positive attitude b) Honesty c) Confidence d) Memorizing Skill	1
16.	Which is the local currency of Thailand. a) Baht b) Dollar c) Euro d) Rupee	1
17.	Which of the following is the code of Jet Airways? a) JA b) 9U c) 9W d) P8	1
18.	How can biting your nails be harmful to your health a) It makes your teeth more fragile. b) It makes your nails too short c) It transfers bacteria between your mouth and hands. d) It prevents bacteria from digesting food in the mouth.	1

19.	Food handlers in the hotels should be prohibited to wear _____. a) Scarves b) Chains c) Rings d) Name badge	1
20.	Which of the following is the capital of Russia? a) Manila b) Bucharest c) Moscow d) Stockholm	1
21.	While working at front desk, most of the time staff has too much work pressure at reception, cash counter or at bell desk. The most important skill to handle such situation is: a) Punctuality b) Patience c) Confidence d) Memorizing Skill	1
22.	Newspapers are regarded by economists as a _____ of modern life. a) Medium b) Communication c) Access d) Necessity	1
23.	Which of the following is the capital of Canada? a) Toronto b) Ottawa c) Vancouver d) Montreal	1
24.	Personal hygiene and cleanliness of staff reflect: a) Standard of the employees. b) The harmfulness of the bacteria c) The standard of the establishment d) Importance of washing hands.	1
25.	To maintain good relation with guest, the front office staff should possess: a) Pleasing personality b) Communication Skills c) Positive attitude d) Confidence.	1
26.	Which of the following statement is wrong when it comes to grooming standards for staff in hotels? a) Name badge in good condition to be worn b) Only black Bindi, small in size (1 cm diameter) is permitted c) Ensure nails are neatly trimmed, shaped and filed d) Cuffs and Collars to be stain free and clean	1

**SECTION C**  
**(COMPETENCY BASED QUESTIONS)**

Answer any 5 questions out of the given 7 questions

(1 x 5 = 5 marks)

27.	Rahul works in the hotel front office department. When he came to the shift his manager scolded him for not wearing proper shoe as per hotel grooming standard. Which of the following shoe Rahul should wear, so that he matches the hotel grooming standard? a) Brogues b) Boat Shoe c) Loafers d) Oxford Shoe	1
28.	Mr. Al Bahrain came to India for leisure trip from Dubai. He booked the flight back to Dubai through Emirates Airlines. On the departure day, when he reached IGI Airport he was looking for his flight timing on the flight display board however he realized on display board only flights code was mentioned. Mr. Al Bahrain should look for which of the following flight code so that he can check his flight timing. a) ET b) EA c)EK d)ED	1
29.	The Front Office Manager was constantly on the lookout for how his staff was performing in the hotel. He noticed that Sanya has a habit of procrastinating at work. Which of the following qualities was lacking in Sanya as a result of which Front Office Manager pointed her out during her work in the hotel? a) Honesty b) Punctuality c) Confidence d) Etiquette and Manners	1
30.	Ms. Ambika planned a leisure trip with his family to Tokyo. After reaching Tokyo her 5-year-old son asked her to buy ice cream at the airport. She went to Ice cream shop and bought her son his favorite ice cream however while paying the bill she gave Indian Rupee to the shopkeeper. Shopkeeper refused to accept the Indian Currency. Which of following currency should have been used by Ms. Ambika to pay the ice cream bill? a) Euro b) Dollar c)Yen d) Bhat	1

31.	<p>Mrs. Rekha Verma always uses Bindi as a part of accessories during her working hours in hotel. One day manager informed her that the size of Bindi is too big as per hotels grooming standard.</p> <p>Which size Bindi should be used by Ms. Rekha Verma so that she matches hotel grooming standard?</p> <p>a)1/2 mm diameter b)1/2 cm diameter c)1 mm diameter d)1 cm diameter</p>	1
32.	<p>Mr. Clark complained to General Manager of Lemondrop Hotel that during check-out Robin at front desk was very rude and was not listening to his problem which he faced during his stay in hotel.</p> <p>Which of the following quality was missing in Robin due to which Mr. Clark had to complaint for his behavior?</p> <p>a) Punctuality b) Memorizing Skill c) Calmness d) Team Work</p>	1
33.	<p>Mr. Kharbanda went to doctor for eye checkup as his eyes were reddish. Doctor advices him not to do anything that gives strain to eyes.</p> <p>Mr. Kharbanda is always keen to know about what's latest going around the world. Which of the following channel should he choose to get information of around the world so that his eyes don't get strain?</p> <p>a) Television b) Newspaper c) Internet d) WhatsApp</p>	1