

CBSE | DEPARTMENT OF SKILL EDUCATION

FRONT OFFICE OPERATIONS (SUBJECT CODE- 810)

CLASS XII (SESSION 2021-2022)

MARKING SCHEME FOR SAMPLE QUESTION PAPER OF TERM -II

Max. Time Allowed: 1½ Hours

Max. Marks: 30

SECTION A

(3 + 2 = 5 marks)

Answer any 03 questions out of the given 04 questions		1 x 3 = 3
Q.1	The National Institute for Entrepreneurship and Small Business Development	1
Q.2	Technical entrepreneur	1
Q.3	Organic gardening and farming	1
Q.4	Farmer Producer Organizations	1
Answer any 01 question out of the given 02 questions		2 x 1 = 2
Q.5	<p>Initiative: An entrepreneur must be able to initiate action and take advantage of an opportunity. Once a person misses out on an opportunity, it may not come again. Therefore, taking initiative on the part of the entrepreneur is a must.</p> <p>Willingness to take risks: In any business, there is an element of risk involved. It implies that it is not necessary that every business shall earn a profit. This deters individuals to take up risks and start a business. However, an entrepreneur always volunteers to take risks to run a business and be successful.</p>	2
Q.6	<p>Eco-tourism is intended to provide an experience to visitors to understand the importance of conserving resources, reducing waste, enhancing the natural environment and reducing pollution.</p> <p>Green jobs in eco-tourism include eco-tour guides and eco-tourism operators.</p>	2

SECTION B

(5 + 6 + 6 = 17 marks)

Answer any 05 questions out of the given 07 questions		1 x 5 = 5
Q.7	The guest cycle describes the activities that each guest passes by from the moment he/she calls to communicate a reservation inquiry till he/ she departs from the hotel.	1
Q.8	A guest who checks out before his or her stated departure date is called an understay guest.	1
Q.9	Identification of sources of business.	1
Q.10	Section master keys	1

Q.11	Attitudinal complaints are complaints about impolite, unprofessional and indifferent behavior of staff members of the hotel.	1
Q.12	The Meek Customer will avoid submitting a complaint because he or she doesn't want to be a pain or believes you don't care.	1
Q.13	Sustainable Tourism Eco- Certification Program	1
Answer any 03 questions out of the given 05 questions		2 x 3 = 6
Q.14	1. Chain hotels link their operations to stream line the processing of reservations and reduce overall system costs. 2. 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 been exhausted.	2
Q.15	The density chart shows at a glance exactly how many rooms are available to let and their type. On this chart rooms are classified into groups of a similar type and no allocation of a specific room takes place until the guest arrives at the hotel.	2
Q.16	1.They allow hotel management to track issues. 2. 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.	2
Q.17	The external security aspect covers issues to minimize the incidents inside and outside the premises of the hotel. The two external security measures used are proper manning of security guards in the hotel and the installation of CCTV (Closed circuit television) cameras within the campus of the hotel.	2
Q.18	1.Stay ahead of competition: A green hotel can gain competitive advantage over others as today's guests respect the idea of conserving the environment. 2.Decreased costs: Hotels can considerably lower their operating costs by implementing environment friendly practices.	2
Answer any 02 questions out of the given 04 questions		3 x 2 = 6
Q.19	Groups are differentiated from the FIT reservations based on the following: - 1. Whether a group coordinator is involved 2. Whether the group will pick up some or all of its member's charges 3. Whether special room rates, services and/or room types apply.	3
Q.20	Lost and found is a term used in hotel terminology to refer to any item which is left by the guest or temporarily misplaced by the guest but traced later by the hotel staff. Such articles to be handed over to the housekeeping department which maintained 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 or which is there in the registration card. 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.	3
Q.21	Front office can identify complaints by reviewing the front office log book. Another way to identify complaints involves the evaluation of "Guest Comments Card" or "Guest Feedback Form". It may be distributed at the front desk, placed in the guest room to fill by the guests during the time of their departure, or mailed to guests after their departure. It is very essential for management to identify and address recurring complaints and problems. By examining the type of complaints and the staff members involved in it, front office management may gain insight into common and less common problems.	3
Q.22	Characteristics of green hotels: (Students can write any three)	1 x 3= 3

	<ul style="list-style-type: none"> • Housekeeping uses non-toxic cleaning agents and laundry detergents. • Offers a fresh air exchange system • Non-smoking environment. • Renewable energy sources like solar or wind energy • On-site transportation with green vehicles. • Non-disposable dishes 	
--	---	--

SECTION C
(COMPETENCY BASED QUESTIONS)

(4 x 2 = 8 marks)

Answer any 02 questions out of the given 03 questions		
Q.23	<ol style="list-style-type: none"> 1. It maintains hotel occupancy records, which help the management to plan business strategies- change in room rates, renovation of rooms, expansion programs. 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 8. It provides the reservation data to the finance department, which forecasts the volume of business on the basis of confirmed reservations 	½ x 8= 4
Q.24	<p>Hotels have bank type of lockers installed at the front office known as safe deposit locker to keep the guest valuables.</p> <p>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. If the key is lost by the guest, then the locker will be drilled open in presence of the guest and can be charged for the replacement of the locker.</p>	1+3=4
Q.25	<p>The Aggressive Customer: The Aggressive Customer will loudly voice any complaints and will not accept excuses.</p> <p>How to Respond: Thank the customer for sharing their concern and listen. Be polite, agree on the definition of the problem, and explain what's being done to resolve the situation and when.</p> <p>The Risk: In heated customer situations, it's easy to become confrontational. Thanking the customers for sharing their concerns will make them feel that the staff members are sincerely interested in hearing what they have to say.</p> <p>The Chronic Complainer Customer:</p> <p>The Chronic Complainer Customer is never happy and continuously reports issues.</p> <p>How to Respond: It is the responsibility of staff to provide excellent support to the Chronic Complainer. Since the guest wants an apology, listen respectfully, be sympathetic and make an honest effort to correct the situation.</p> <p>The Risk: It's very likely that the Chronic Complainer will contact support again. This type of customer will accept and appreciate your efforts to fix the situation.</p>	2+2= 4