

# **CBSE – DEPARTMENT OF SKILL EDUCATION**

## **FRONT OFFICE OPERATIONS (SUBJECT CODE-410)**

### **CLASS X– SESSION 2019-2020**

**TIME: 2 HOURS**

**Max. Marks: 50**

**PLEASE NOTE THAT:**

- This Question Paper contains 39 (11+28) questions. A candidate needs to answer 27(7+20) questions.**
- The Question paper is divided into **two parts viz. Part A: Employability Skills of 10 marks and Part B: Subject Skills of 40 marks.**
- Part A: Employability Skills (10 Marks):**
  - There are 6 questions of 1 mark each. Answer any 4 questions (**1x4 = 4 Marks**).
  - There are 5 questions of 2 marks each. Answer any 3 questions. (**2 x 3 = 6 Marks**).
- Part B: Subject Skills (40 Marks):**
  - There are 12 questions of 1 mark each. Answer any 10 questions (**1 x 10 = 10 Marks**).
  - There are 6 questions of 2 marks each. Answer any 4 questions (**2 x 4 = 8 Marks**).
  - There are 6 questions of 3 marks each. Answer any 4 questions (**3 x 4 = 12 Marks**).
  - There are 4 questions of 5 marks each. Answer any 2 questions (**5 x 2 = 10 Marks**).
- This Question paper also has question(s) of 5 marks weightage conforming to Higher Order Thinking Skills (HOTS) as per Bloom's revised taxonomy of cognitive learning.

### **BLUEPRINT OF SAMPLE QUESTION PAPER**

#### **PART A: EMPLOYABILITY SKILLS (10 MARKS)**

<b>UNIT NO.</b>	<b>NAME OF THE UNIT</b>	<b>MCQ / FILL IN THE BLANKS/ DIRECT QUESTIONS</b>	<b>VERY SHORT ANSWER QUESTION</b>	<b>TOTAL QUESTIONS</b>
		<b>1 MARK EACH</b>	<b>2 MARKS EACH</b>	
<b>I</b>	COMMUNICATION SKILLS	1	1	2
<b>II</b>	SELF-MANAGEMENT SKILLS	2	1	3
<b>III</b>	INFORMATION AND COMMUNICATION TECHNOLOGY SKILLS	1	1	2
<b>IV</b>	ENTREPRENEURIAL SKILLS	1	1	2
<b>V</b>	GREEN SKILLS	1	1	2
<b>TOTAL QUESTIONS</b>		<b>6</b>	<b>5</b>	<b>11</b>
<b>NO. OF QUESTIONS TO BE ANSWERED</b>		<b>Any 4</b>	<b>Any 3</b>	<b>7</b>
<b>TOTAL MARKS</b>		<b>1 x 4 = 4</b>	<b>2 x 3 = 6</b>	<b>10 MARKS</b>

**PART B: SUBJECT SKILL (40 MARKS)**

UNIT NO.	NAME OF THE UNIT	MCQ / FILL IN THE BLANKS/ DIRECT QUESTIONS	VERY SHORT ANSWER QUESTION	SHORT ANSWER QUESTIONS	LONG/ ESSAY TYPE QUESTION	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	3 MARKS EACH	5 MARKS EACH	
1	GENERAL AWARENESS	4	2	-	1	7
2	GROOMING AND HYGIENE	-	-	2	1	3
3	QUALITIES OF FRONT OFFICE STAFF	2	2	1	-	5
4	FRONT OFFICE	3	2	2	2	9
5	ROLE OF COMPUTERS	3	-	1	-	4
<b>TOTAL QUESTIONS</b>		<b>12</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>28</b>
<b>NO. OF QUESTIONS TO BE ANSWERED</b>		<b>Any 10</b>	<b>Any 4</b>	<b>Any 4</b>	<b>Any 2</b>	<b>20</b>
<b>TOTAL MARKS</b>		<b>1 x 10 = 10</b>	<b>2 x 4 = 8</b>	<b>3 x 4 = 12</b>	<b>5 x 2 = 10</b>	<b>40 MARKS</b>