

**CBSE – DEPARTMENT OF SKILL EDUCATION**  
**FRONT OFFICE OPERATIONS (SUBJECT CODE 410)**  
**MARKING SCHEME**  
**Class X (Session 2019–2020)**

Time: 2 Hours

Max. Marks: 50

**General Instructions:**

1. *This Question Paper consists of two parts viz. Part A: Employability Skills and Part B: Subject Skills.*
2. **Part A: Employability Skills (10 Marks)**
  - i. *Answer any 4 questions out of the given 6 questions of 1 mark each.*
  - ii. *Answer any 3 questions out of the given 5 questions of 2 marks each.*
3. **Part B: Subject Skills (40 Marks):**
  - i. *Answer any 10 questions out of the given 12 questions of 1 mark each.*
  - ii. *Answer any 4 questions from the given 6 questions of 2 marks each.*
  - iii. *Answer any 4 questions from the given 6 questions of 3 marks each.*
  - iv. *Answer any 2 questions from the given 4 questions of 5 marks each.*
4. *This question paper contains 39 questions out of which 27 questions are to be answered.*
5. *All questions of a particular part/section must be attempted in the correct order.*
6. *The maximum time allowed is 2 hrs.*

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

**Answer any 4 questions out of the given 6 questions of 1 mark each:**

1.	Which of the following methods are used to receive information from the sender through a letter? (d) <b>Writing</b>	(1)
2.	Grooming is a term associated with (c) <b>neat and clean appearance</b>	(1)
3.	Which of the following is not a self-management skill? (b) <b>Bargaining</b>	(1)
4.	What does GPS stand for? (a) <b>Global Positioning System</b>	(1)

5.	What is the aim of entrepreneurship? (c) <b>Both of the above</b>	(1)
6.	What are some of the environmental changes caused due to modern methods of agriculture? (a) <b>Chemical pollution due to fertilizers</b>	(1)

**Answer any 3 questions out of the given 5 questions of 2 marks each:**

7.	<p><b>What are the five sources of energy available to us?</b></p> <p>There are 5 fundamental sources of energy :</p> <p>(i) Nuclear fusion in the Sun (solar energy),  (ii) Gravity generated by the Earth and Moon,  (iii) Nuclear fission reactions,  (iv) Energy in the interior of the Earth, and  (v) Energy stored in chemical bonds. Most of the energy we use today come from fossil fuels (stored solar energy). But fossils fuels have a disadvantage in that they are non-renewable on a human time scale, and causes other potentially harmful effects on the environment.</p>	(2)
8.	<p><b>List any four characteristics of entrepreneurship.</b></p> <ol style="list-style-type: none"> <li>1. Ability to take up risks</li> <li>2. Believe in hard work and discipline</li> <li>3. Adaptable and flexible to achieve the goals of enhancing quality and customer satisfaction</li> <li>4. Knowledge of the product and services and their need or demand in the market</li> <li>5. Financial literacy and money management skills</li> <li>6. Effective planning and execution.</li> </ol>	(2)
9.	<p><b>List the steps to search for information using a web browser.</b></p> <p>To see the information on the various websites, you need an Internet Browser. An Internet Browser is an application or a software program on your computer or laptop which helps you visit the various websites. Some examples of browsers are Google Chrome, Mozilla Firefox and Internet Explorer.</p> <p><b>Searching for information:</b> Do the steps below to search for information on the Internet.</p> <ul style="list-style-type: none"> <li>- Open an Internet browser</li> <li>- Type the topic, on which you want information, in the <b>search box</b> and hit the Enter key.</li> <li>- The search results having the required information will be displayed.</li> </ul> <p>Click Firefox icon to open Firefox Mozilla browser and search for information.</p>	(2)

10.	<b>What are the factors that affect self-confidence?</b> Given below are some factors that affects self-confidence. (a) When we think we cannot do a particular work. (b) When we keep thinking of our past mistakes and feel bad about it, instead of learning from them. (c) When we expect to be successful at the first attempt itself and do not try again. (d) When we are surrounded by people who have a negative attitude, which is reflected in their speech.	(2)
11.	<b>Write down the different types of verbal communication.</b> Give an example for each type. <b>Oral or Spoken Communication:</b> Communication which involves talking. Face-to-face conversation, Talking on a phone <b>Written Communication:</b> Communication which involves written or typed words. Writing letters, notes, email, etc.	(2)

### PART B: SUBJECT SKILLS (40 MARKS)

	<b><u>Answer any 10 questions out of the given 12 questions</u></b>		
12	b) Yuan	1	1
13	a) Moscow	1	1
14	c) UL	1	1
15	c) Amravati	1	1
16	d) Communication	1	1
17	d) Pleasing personality	1	1
18	b) Front Office Supervisor	1	1
19	b) Reservation	1	1
20	a) Foyer	1	1
21	c) Computare	1	1
22	c) Data	1	1
23	b) MHz  <b><u>Answer any 4 questions out of the given 6 questions</u></b>	1	1
24	<b>i) Convenient Access:</b> Everyone does not have an access to personal computers and internet, but the newspapers reach everyone. <b>ii) Easy to carry:</b> It can be easily bought from many places and easily be carried to anywhere. <b>iii) Economical:</b> The cost of the newspaper is very less. Although it is cheap, It contains a lot of pages and the amount of information provided by it is quite high. <b>iv) Comfort to eyes:</b> Other sources like television and internet	4 x ½	2

	provides information rapidly but because of the glare, they strain the eyes. (Any other, any four points)		
25	It is true that if we want to improve the communication skills in English then reading newspaper is the best option. In newspaper there are many terms which are used at social places. It improves vocabulary skills also. So, newspaper is a good teacher, to improve language skills.	2	2
26	Etiquettes and manners are considered as the essential quality of a front office staff. Guests of all status come to stay in the hotel and they are used to good manners and politeness. Especially the star level hotels are the meeting place of the social elites of the society. In this level of environment good manners, courtesy and politeness must be maintained in service. Wishing guest as per time of the day and using magic words to satisfy them are important traits of hotel staff.	2	2
27	<b>Reasons for maintaining personal hygiene in hospitality industry.</b>  i) Staff of the front office department of a hotel are constantly exposed to guests; a clean appearance helps them to project a good image not only of the staff but of the establishment as well.  ii) To ensure cleanliness and to make a positive image for their hotel. (Any other, any two points)	1+1	2
28	<b>Functions of Bell desk.</b> <ul style="list-style-type: none"> <li>• They are responsible for handling the guest luggage during arrival and departure.</li> <li>• Escorting the guest to their rooms on arrival.</li> <li>• Performs rooming for the guest.</li> <li>• They handle the paging of the guest.</li> <li>• Making small purchases for the guest.</li> <li>• Deliver guest mail and messages to the concern guest room.</li> <li>• Delivers newspaper in the guest room.</li> </ul> (Any other, any four points)	4 x ½	2
29	<b>Main functions of Concierge :</b> <ul style="list-style-type: none"> <li>• Make reservations for dining in famous restaurants.</li> <li>• Obtaining tickets for theatres, musical, sporting events.</li> <li>• Arranging for transportation by cars, coaches, buses, trains</li> </ul>	4 x ½	2

	<p>etc.</p> <ul style="list-style-type: none"> <li>• Providing information on cultural and social events like photo exhibitions, art shows etc.</li> </ul> <p>(Any other, any four points)</p>		
30	<p><b><u>Answer any 4 questions out of the given 6 questions</u></b></p> <p><b>Six don'ts for Men when on duty</b></p> <ul style="list-style-type: none"> <li>• Expensive and showy watches</li> <li>• Piercing of the earlobes</li> <li>• Visible tattoo marks</li> <li>• Use of rings</li> <li>• Wearing chains and bracelets</li> <li>• Carrying and usage of mobile phone in the premises.</li> <li>• Smoking while on duty</li> <li>• Any sort of pan chewing, eating pan masala, supari or chewing gum during working hours.</li> </ul> <p>(Any other, any six points)</p>	6 x ½	3
31	<p><b>Health benefits of good hygienic practices:</b></p> <ul style="list-style-type: none"> <li>• Hygiene is vital in combating and preventing illness.</li> <li>• Good hygiene practices will help to keep a person healthy which influences his level of confidence and self esteem.</li> <li>• It will help to build up confidence and be pleasant for those around us also.</li> <li>• It helps to reduce the risks of ill health.</li> <li>• A sense of well being and social acceptance.</li> <li>• It helps in prevention of spread of illness to others.</li> </ul> <p>(Any other, any six points)</p>	6 x ½	3
32	<p><b>Qualities of front office staff :</b></p> <p><b>Honesty:</b> It is one of the best qualities a front office staff should possess. Without adherence to this basic quality, good traits in character will go in vain.</p> <p><b>Confidence:</b> Staff must be confident in everything they do. If they know their job and they are honest, they will have confidence in doing everything in their job.</p> <p><b>Punctuality:</b> In hotel job nothing should be kept pending or delayed. Do everything within the time period.</p> <p><b>Memorizing skill:</b> If a staff can remember the names and faces of the guest it will promote his/her salesmanship.</p> <p><b>Team Work:</b> Front office staff is required to coordinate with</p>	6 x ½	3

	<p>other departments, airlines, travel agencies etc. to give the guest personalized services.</p> <p><b>Patience:</b> Controlling mental stress, while on rush of handling lot of guests or while on too much work pressure is an important quality a staff should possess.</p> <p>(Any other, any six points)</p>		
33	<p>Front office is the face of the hotel and front office staff is responsible for helping in making it the very best possible way. It has all the responsibility to ensure that all the guest needs are fulfilled and the request of the guest are taken care off. Front office staff is often the first people guests meet. They need to deal with questions or complaints of the guests so, they need to be friendly, flexible and feel happy to help guests. The better the coordination between the guest and the hotel more the guest will be satisfied.</p>	3	3
34	<p><b>Features of a hotel lobby:</b></p> <ul style="list-style-type: none"> <li>• It should be spacious but useful.</li> <li>• Natural flow of uest should be towards the reception or information counter on his arrival.</li> <li>• There should be enouh space in lobby for short time keepin of luggage.</li> <li>• Lobby should be such as to allow access, the activities in the lobby.</li> <li>• Avoid pillars as far as possible they obstruct the view and create problems in the movement.</li> <li>• Various factors such as cost, safety, noise, colour, décor etc. should be considered.</li> </ul>	6 x ½	3
35	<p>Computer technology plays an important role in the hospitality industry. Most hospitality businesses such as hotels, motels, food service and beverage operations are using computers to record, report, and analyze the effectiveness of internal operations.</p> <ol style="list-style-type: none"> <li>1. <b>Reservations:</b> use of computers has made the reservation or booking of rooms easy. It helps the reservation staff to rapidly check the availability of rooms when the guest calls for reserving a room. Reservation staff uses computer software programs to make reservations.</li> <li>2. <b>Point-of –sale:</b> Hotels that have restaurants may use a computerized point-of-sale (POS) system and registers that control guest checks, kitchen orders, and guest payments. Restaurant staff enters food and drink orders into the POS system, which prints KOT for the kitchen and bar staff that they know what to prepare.</li> </ol>	1+2	3

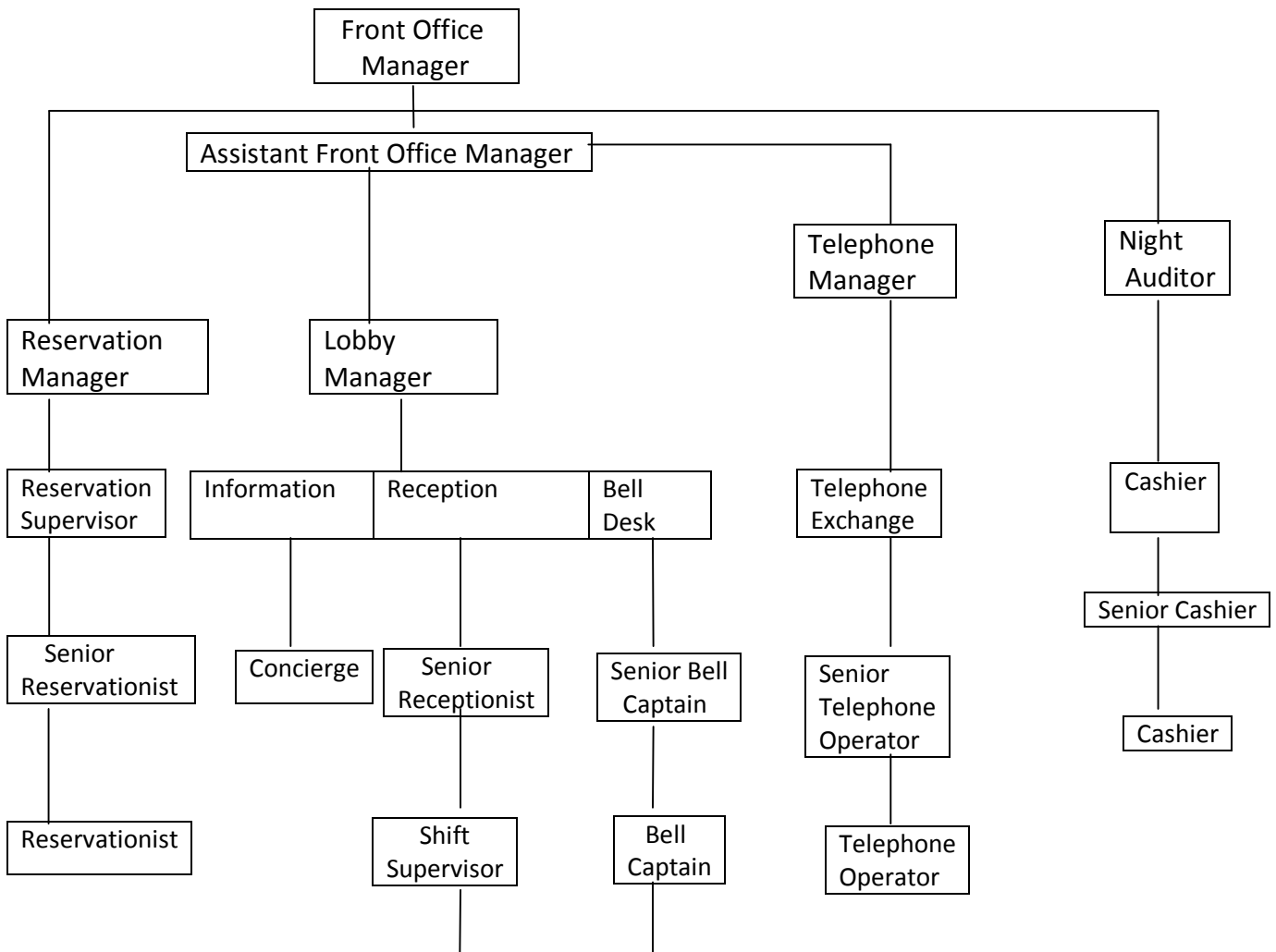
	(Any other, any two points)		
	<b><u>Answer any 2 questions out of the given 4 questions</u></b>		
36	<p>I. <b>Broaden their knowledge:</b> Newspaper plays an important role in educating employees. It contains lot of general knowledge in it. It broadens their knowledge and updates the recent development in various fields.</p> <p>II. <b>Current world affairs:</b> The 'world' section of the newspaper covers news about the happenings all around the globe. They supply them news from every part of the world.</p> <p>III. <b>Nation Happenings:</b> Newspaper contains pages which tell about our nation and include all the happenings in Parliament and Loksabha and many more. The Nation pages bring us news even from the most remote parts of the country.</p> <p>IV. <b>New Products:</b> Newspapers provide advertisement on various forms of entertainment with venue, date and time. Through advertisements in the newspaper, information can be obtained by guests on types of goods or services one wants to buy.</p> <p>V. <b>Enhances Vocabulary:</b> By reading newspaper regularly at an appointed time reading and comprehension abilities et enhanced. Automatically the vocabulary gets enriched and the language becomes richer, fluent and more expressive.</p> <p>(Any other, any five points)</p>	5x1	5
37	<p>I. <b>Image Building:</b> Employees working in the hotel are the face of the hotel. So, it is of utmost importance to have high personal grooming standards and be well maintained.</p> <p>II. <b>Delivers good quality service:</b> Employees feel good if they look good and provide services as per guest's expectations.</p> <p>III. <b>Boosts self-confidence:</b> In hotel industry looks make a lot of difference. It boosts self-confidence and self-esteem.</p> <p>IV. <b>Guest comfort:</b> A pleasing face is nice to look at. Guests like to relax in the presence of beautiful things. A pleasant face can relax the mind.</p> <p>V. <b>Influences overall personality:</b> Physical appearance does affect overall personality. Looks matter a lot in many situations. Every person wants to look his best and it increases self-confidence.</p> <p>(Any other, any five points)</p>	5x1	5

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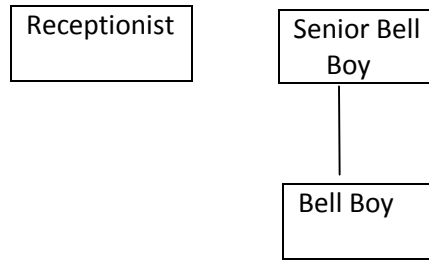
38.

**Hierarchy Chart: Large Hotel**

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39	<p><b>Functions of Reception:</b></p> <ul style="list-style-type: none"> <li>i) Warmly receiving all arrival guests.</li> <li>ii) Perform pre-registration formalities for group, VIP and disable guest.</li> <li>iii) Complete registration formalities and perform guest check-in</li> <li>iv) Assign a room type and a room rate for each guest</li> <li>v) Forecast room occupancies.</li> </ul> <p><b>Functions of Travel Desk:</b></p> <ul style="list-style-type: none"> <li>i) Arranging pick-up and drop services for guests at the time of their arrival and departure.</li> <li>ii) Providing vehicles on request to guests at pre-determined rates.</li> <li>iii) Making travel arrangements like railway reservation /air tickets.</li> <li>iv) Arranging sightseeing tours for guests.</li> <li>v) Arranging guide for guests who can communicate in the guest's language.</li> </ul> <p>(Any other, any five points each)</p>	2½ + 2½	5
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