

# **CBSE – DEPARTMENT OF SKILL EDUCATION**

## **FRONT OFFICE OPERATIONS (SUBJECT CODE-810)**

### **Sample Question Paper**

#### **Class XII (Session 2019–2020)**

Time: 3 Hours

Max. Marks: 60

#### **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 (50 Marks):**
  - i. *Answer any 10 questions out of the given 12 questions of 1 mark each.*
  - ii. *Answer any 5 questions from the given 7 questions of 2 marks each.*
  - iii. *Answer any 5 questions from the given 7 questions of 3 marks each.*
  - iv. *Answer any 3 questions from the given 5 questions of 5 marks each.*
4. ***This question paper contains 42 questions out of which 30 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 3 hrs.*

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

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

1.	What to you understand by writing a paragraph?	(1)
2.	Write any one ways verbal communication can be done	(1)
3.	Define the term paranoid.	(1)
4.	Write the name of any one software that can be used to create a presentation.	(1)
5.	Write any 2 behavioural and entrepreneur competencies required for being an entrepreneur.	(1)
6.	Write any one green job associated with solar and wind energy.	(1)

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

7.	Define Communication.	(2)
8.	Write any 2 advantages of self-motivation	(2)
9.	What do you understand by the term presentation?	(2)
10.	What do you mean by the term entrepreneurship?	(2)
11.	What do you mean by green jobs?	(2)

### **PART B: SUBJECT SKILLS (50 MARKS)**

**Answer any 10 questions out of the given 12 questions:**

12.	Which hotel is regarded as the first business hotel in the modern era?	(1)
13.	Name any two brands of the ITC Welcom group of hotels	(1)
14.	Name the parent company of Taj group of hotels.	(1)
15.	Who is the founder of Oberoi Hotels & Resorts?	(1)
16.	What do you understand by Non-guaranteed reservation?	(1)
17.	Write the full form of CRS?	(1)
18.	Name any two famous Global distribution systems available in India.	(1)
19.	What is special about a chronic complainer customer?	(1)
20.	What is an attitudinal complaint?	(1)
21.	Define the word Empathy.	(1)
22.	Define Ecotourism according to TIES?	(1)

23.	Name any two green certification programme of the United States.	(1)
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**Answer any 5 questions out of the given 7 questions of 2 marks each:**

24.	Write short notes on Grand tour period of the hospitality industry?	(2)
25.	Name any two international hotel chains with its parent company.	(2)
26.	Describe the term “Anticipate guest needs” with any two examples?	(2)
27.	Enlist any four activities that associated with the reservation process.	(2)
28.	What do you mean by No-show? What would you do as a front office staff in case of a no-show guest?	(2)
29.	Briefly explain the procedure involved in lost and found articles?	(2)
30.	Discuss the importance of security records in hotels?	(2)

**Answer any 5 questions out of the given 7 questions of 3 marks each:**

31.	Discuss any six golden rules for good telephone techniques?	(3)
32.	Write any six attributes required by hospitality professional?	(3)
33.	Front Office staff has an important role in a hotel. Support this statement with the help of any six of his qualities.	(3)
34.	Briefly explain the three ways of handling guest complaints in a hotel?	(3)

35.	Discuss any three guidelines used for handling guest complaints by Front Office staff?	(3)
36.	Enlist any six basic characteristics of a green hotel?	(3)
37.	How do hotels benefit from going green? (Any three points)	(3)

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

38.	Draw the organization chart of a small hotel.	(5)
39.	Draw and label the arrangement of the Front Desk of a hotel.	(5)
40.	Explain the various types of reservation handled by front office department of a hotel?	(5)
41.	Elaborate the group check-in procedure system?	(5)
42.	Explain the emergency response plan during bomb threat emergency call situation?	(5)