

CBSE | DEPARTMENT OF SKILL EDUCATION

FRONT OFFICE OPERATIONS (SUBJECT CODE-410)

Blueprint for Sample Question Paper for Class X (Session 2020-2021)

Max. Time: 2 Hours

Max. Marks: 50

PART A - EMPLOYABILITY SKILLS (10 MARKS):

| UNIT NO. | NAME OF THE UNIT | OBJECTIVE TYPE QUESTIONS | SHORT ANSWER TYPE QUESTIONS | TOTAL QUESTIONS |
|--|--|--------------------------|-----------------------------|-----------------|
| | | 1 MARK EACH | 2 MARKS EACH | |
| 1 | Communication Skills-II | 1 | 1 | 2 |
| 2 | Self-Management Skills-II | 2 | 1 | 3 |
| 3 | Information and Communication Technology Skills-II | 1 | 1 | 2 |
| 4 | Entrepreneurial Skills-II | 1 | 1 | 2 |
| 5 | Green Skills-II | 1 | 1 | 2 |
| TOTAL QUESTIONS | | 6 | 5 | 11 |
| NO. OF QUESTIONS TO BE ANSWERED | | Any 4 | Any 3 | |
| TOTAL MARKS | | 1 x 4 = 4 | 2 x 3 = 6 | 10 MARKS |

PART B - SUBJECT SPECIFIC SKILLS (40 MARKS):

| UNIT NO. | NAME OF THE UNIT | OBJECTIVE TYPE QUESTIONS | SHORT ANSWER TYPE QUESTIONS | DESCRIPTIVE/ LONG ANS. TYPE QUESTIONS | TOTAL QUESTIONS |
|--|---------------------------------|--------------------------|-----------------------------|---------------------------------------|-----------------|
| | | 1 MARK EACH | 2 MARKS EACH | 4 MARKS EACH | |
| 1 | General Awareness | 6 | 1 | - | 7 |
| 2 | Grooming and Hygiene | 5 | 1 | 1 | 7 |
| 3 | Qualities of Front Office Staff | 5 | 1 | 1 | 7 |
| 4 | Front Office | 5 | 1 | 2 | 8 |
| 5 | Role of Computers | 3 | 2 | 1 | 6 |
| TOTAL QUESTIONS | | 24 | 6 | 5 | 35 |
| NO. OF QUESTIONS TO BE ANSWERED | | 20 | Any 4 | Any 3 | |
| TOTAL MARKS | | 1 x 20 = 20 | 2 x 4 = 8 | 4 x 3 = 12 | 40 MARKS |

CBSE | DEPARTMENT OF SKILL EDUCATION

FRONT OFFICE OPERATIONS (SUBJECT CODE-410)

Sample Question Paper for Class X (Session 2020-2021)

Max. Time: 2 Hours

Max. Marks: 50

General Instructions:

1. Please read the instructions carefully.
2. This Question Paper consists of **21 questions** in two sections: Section A & Section B.
3. Section A has Objective type questions whereas Section B contains Subjective type questions.
4. **Out of the given (5 + 16 =) 21 questions, a candidate has to answer (5 + 10 =) 15 questions in the allotted (maximum) time of 2 hours.**
5. All questions of a particular section must be attempted in the correct order.
6. **SECTION A - OBJECTIVE TYPE QUESTIONS (24 MARKS):**
 - i. This section has 05 questions.
 - ii. Marks allotted are mentioned against each question/part.
 - iii. There is no negative marking.
 - iv. Do as per the instructions given.
7. **SECTION B – SUBJECTIVE TYPE QUESTIONS (26 MARKS):**
 - i. This section has 16 questions.
 - ii. A candidate has to do 10 questions.
 - iii. Do as per the instructions given.
 - iv. Marks allotted are mentioned against each question/part.

SECTION A: OBJECTIVE TYPE QUESTIONS

| Q. 1 | Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks) | |
|------|--|---|
| i. | The communication which helps to understand others' thoughts and feelings: a) Verbal Communication b) Non-verbal Communication c) Visual Communication d) Written Communication | 1 |
| ii. | Stress management is about learning a) How to avoid the pressures of life b) The connection between mind and body c) To avoid all kinds of stress d) How to develop skills that would enhance our body's adjustment when we are subjected to the pressures of life | 1 |
| iii. | Which one of the following is not the physical signs of stress? a) Boredom b) Fatigue c) Breathlessness d) Hyperactivity | 1 |
| iv. | This allows the user to change various settings in a computer: a) Search Box b) Taskbar c) Control Panel d) Recycle Bin | 1 |
| v. | Which of the following is not something that can be invested? a) Energy b) Expertise c) Money d) Time | 1 |
| vi. | One of the best solutions to get rid of non-biodegradable waste is: a) Burning b) Dumping c) Recycling d) Burying | 1 |

| Q. 2 | Answer any 5 out of the given 6 questions (1 x 5 = 5 marks) | |
|------|--|---|
| i | A modern newspaper is a chronicle and _____ in miniature. a) Dictionary b) Reference c) Encyclopedia d) Articles | 1 |

| | | |
|-----|---|---|
| ii | Newspapers are regarded by economists as a _____ of modern life. a) Medium b) Communication c) Access d) Necessity | 1 |
| iii | Which of the following is the capital of Uttarakhand? a) Agartala b) Dehradun c) Gangtok d) Ranchi | 1 |
| iv | Which of the following is a Union territory? a) Tripura b) Chandigarh c) Manipur d) Nagaland | 1 |
| v | The capital of Mizoram is: a) Aizwal b) Imphal c) Shillong d) Kohima | 1 |
| vi | On 2 June 2014, which place was separated from Andhra Pradesh as the 29 th state of the union. a) Chhattisgarh b) Karnataka c) Telangana d) Bangalore | 1 |

| | | |
|-------------|--|---|
| Q. 3 | Answer any 5 out of the given 6 questions (1 x 5 = 5 marks) | |
| i | First impression is important because: a) We may not meet a guest for a second time b) We do not unconsciously make snap judgement about anything. c) We unconsciously make some form of impression as soon as we meet. d) They are not always reliable. | 1 |
| ii | Personal hygiene and cleanliness of staff reflect: a) Importance of washing hands. b) The standard of the establishment c) The harmfulness of the bacteria d) Standard of the employees. | 1 |
| iii | A cut, boil or septic spot should be a) Covered with water proof dressing. b) Looked at by a doctor. c) Cleaned in warm water. d) Left uncovered to heal quickly. | 1 |

| | | |
|-----------|--|----------|
| iv | How can biting your nails be harmful to your health a) It makes your teeth more brittle. 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 |
| v | In the hospitality industry a key part of quality assurance is: a) Interpersonal skills. b) Personal appearance c) Good hygiene d) Positive guest service attitude | 1 |
| vi | To maintain a good guest relation, the front office staff should possess: a) Pleasing personality b) Communication Skills c) Positive attitude d) Confidence. | 1 |

| | | |
|-------------|---|----------|
| Q. 4 | Answer any 5 out of the given 6 questions (1 x 5 = 5 marks) | |
| i | In customer contact situation you should not a) Use any facial expression or eye contact b) Reinforce your message with a particular tone of voice c) Move your body or hands to emphasize your message d) Stand sideways to a customer with your arms folded | 1 |
| ii | Good customer care is all about a) Giving a service focused on customer needs. b) Following established procedure c) Giving complimentary items when things go wrong. d) Keeping to the itinerary. | 1 |
| iii | Which one of the following is most important in a receptionist, to ensure good personal presentation? a) Clothes that are colorful b) Smiling face. c) Clothes that are neat and clean d) Calmness. | 1 |
| iv | 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 |
| v | The organizational structure of a hotel front office varies depending upon the: a) Location of the hotel b) Number of employees working c) Size of hotel d) Type of customers. | 1 |

| | | |
|-----------|--|----------|
| vi | A guest folio is: a) A guest report b) A guest bill c) A guest history d) A guest resume | 1 |
|-----------|--|----------|

| | | |
|-------------|--|----------|
| Q. 5 | Answer any 5 out of the given 6 questions (1 x 5 = 5 marks) | |
| i | The section of the front office which makes sundry purchase for the guest: a) Cash and bills b) Business Centre c) Travel Desk d) Bell Desk | 1 |
| ii | Mr. Sandeep is staying in a hotel and wants a wakeup call at 4:00 am. Which front office section will assist him in this function? a) Guest relation desk b) Telephone Exchange c) Reservation d) Information Desk | 1 |
| iii | Which one of the following is a NOT a Front-of -the -house section? a) Cash and bill desk b) Reservation Desk c) Business Centre d) Bell Desk | 1 |
| iv | Which one is the result of the output given by a computer: a) Data b) Instruction c) Information d) Command | 1 |
| v | Efficiency of a computer depends upon: a) Monitor b) Keyboard c) Mouse d) Processor | 1 |
| vi | In a computer the raw facts are: a) Programs b) Data c) Commands d) Attributes | 1 |

SECTION B: SUBJECTIVE TYPE QUESTIONS

Answer any 3 out of the given 5 questions on Employability Skills (2 x 3 = 6 marks)

Answer each question in 20 – 30 words.

| | | |
|-------|---|---|
| Q. 6 | Why feedback is important in a communication process? Name any two types of feedback? | 2 |
| Q. 7 | Suggest your friend some activities which can help him/her manage stress. | 2 |
| Q. 8 | List out any four signs that indicate the computer is infected with virus. | 2 |
| Q. 9 | Briefly explain any two qualities of an entrepreneur? | 2 |
| Q. 10 | Enlist any four good practices that can be adopted in daily life to conserve energy. | 2 |

Answer any 4 out of the given 6 questions in 20 – 30 words each (2 x 4 = 8 marks)

| | | |
|-------|---|---|
| Q. 11 | Briefly explain any two advantages of reading newspaper? | 2 |
| Q. 12 | Write the social benefits of maintaining good hygiene? | 2 |
| Q. 13 | Why teamwork is considered as an essential quality of front office personnel? | 2 |
| Q. 14 | Who is a concierge? What are his main duties and responsibilities? | 2 |
| Q. 15 | Briefly explain versatility as one of the characteristics of computer? | 2 |
| Q. 16 | What is POS? Write the main application of POS in Restaurants? | 2 |

Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)

| | | |
|-------|--|---|
| Q. 17 | Good grooming influences the hospitality professional in a positive manner. Discuss any four points to support the above statement? | 4 |
| Q. 18 | Explain physical ability and etiquette and manners as two significant qualities of front office staff? | 4 |
| Q. 19 | Elaborate the main functions of Reception/Registration Desk. | 4 |
| Q. 20 | Draw the layout of a hotel lobby. | 4 |
| Q. 21 | Explain the role of computer in the following sections of a hotel i) Reservations ii) Front Desk iii) House keeping iv) Night Auditing | 4 |