

CBSE | DEPARTMENT OF SKILL EDUCATION

FRONT OFFICE OPERATIONS (SUBJECT CODE 410)

CLASS X (SESSION 2021-2022) MARKING SCHEME FOR TERM - II

Max. Time Allowed: 1 Hour (60 min)

Max. Marks: 25

General Instructions:

1. Please read the instructions carefully
2. This Question Paper is divided into 03 sections, viz., Section A, Section B and Section C.
3. Section A is of 05 marks and has 06 questions on Employability Skills.
 - a) Questions numbers 1 to 4 are one-mark questions. Attempt any three questions.
 - b) Questions numbers 5 and 6 are two marks questions. Attempt any one question.
4. Section B is of 12 marks and has 12 questions on Subject Specific Skills.
 - a) Questions numbers 7 to 12 are one-mark questions. Attempt any four questions.
 - b) Questions numbers 13 to 18 are two marks questions. Attempt any four questions.
5. Section C is of 08 marks and has 03 competency-based questions.
 - a) Questions numbers 19 to 21 are four marks questions. Attempt any two questions.
6. Do as per the instructions given in the respective sections.
7. Marks allotted are mentioned against each section/question.

SECTION A

(3 + 2 = 5 marks)

Answer any 3 questions out of the given 4 questions. Each question is of mark.		1 x 3 = 3
Q.1	United Nations	1
Q.2	Qualities of Entrepreneur <ul style="list-style-type: none">• Hard work• Optimism• Independence• Energetic• Self-confident• Perseverant (Student can write any 2)	1
Q.3	17	1
Q.4	Independence	1
Answer any 1 question out of the given 2 questions. Each question is of mark.		2 x 1 = 2
Q.5	Sustainable development is the development that satisfies the needs of the present without compromising the capacity of future generations, guaranteeing the balance between economic growth, care for the environment and social well-being.	2
Q.6	Positive impact of entrepreneurship on society are: <ul style="list-style-type: none">• Accentuates economic Growth• Fosters Creativity	2

<ul style="list-style-type: none"> • Stimulates Innovation and Efficiency • Creates Jobs and Employment Opportunities • Solves the problems of the society • Encourages welfare of the society <p>(Student can write any two)</p>	
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SECTION B

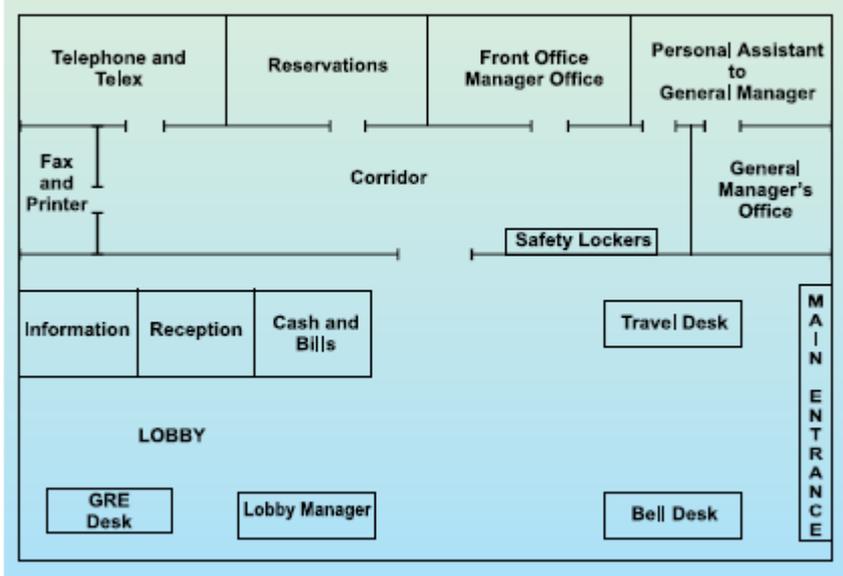
(4 + 8 = 12 marks)

Answer any 04 questions out of the given 06 questions		1 x 4 = 4
Q.7	Business Center	1
Q.8	'Common Operating Machine Particularly used for Technological and Educational Research'.	1
Q.9	Telephone Exchange major duties include handling incoming and outgoing calls, handling wake up call, preparation of telephone bills made by guest etc. (Student can write any one)	1
Q.10	Calmness	1
Q.11	Reservation	1
Q.12	Diligence	1
Answer any 04 questions out of the given 06 questions		2 x 4 = 8
Q.13	The main duties and responsibilities of concierge are as follows: 1. Make reservations for dining in famous restaurants. 2. Obtaining tickets for theatres, musical, sporting events. 3. Arranging for transportation by cars, coaches, buses, trains or airplanes. 4. Providing information on cultural and social events like photo exhibitions, art shows etc. (Student can write any two)	2
Q.14	The computer manufacturing processes and computer waste is polluting the environment. The wasted parts of computer can release dangerous toxic materials. When computer junk is discarded in open grounds, they release harmful chemicals like lead and mercury to the environment. Mercury can result in cancer and lead can cause radiation diseases when exposed to the environment. Disposed computers could also cause fire.	2
Q.15	The travel desk is the section of the front desk which handles the transportation facility of the hotel guest. It is responsible for the booking of the air tickets for the guests, hiring of the car and other transportation facility if required by the guest, organizing of the city tour to the guest on request etc.	2

Q.16	<p>a) Reliability: Computer provides very high speed accompanied by an equality high level for reliability. Thus, computers never make mistakes of their own accord.</p> <p>b) Storage: The computers have a lot of storage devices which can store a tremendous amount of data with appropriate format. (Students has to explain any one)</p>	2
Q.17	<p>Functions of Bell Desk/Porter</p> <ul style="list-style-type: none"> • This desk is responsible for handling the guest luggage during arrival and departure. • Escorting guest to their rooms on arrival. • Performs rooming of the guest. • The bell desk section also handles the paging of the guest. • Making sundry purchases for the guest. • Deliver guest mail and messages to the concern guest room. • Delivers newspaper in the guest room. • At guests' requests keep the luggage in the Left-Luggage room. <p>(Student can write any 4)</p>	2
Q.18	<p>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.</p>	2

SECTION C
(COMPETENCY BASED QUESTIONS)

(2 x 4 = 8 marks)

Answer any 02 questions out of the given 03 questions		
Q.19		4 (1 marks for every 4 section s)
Q.20	<p>Computer technology plays an important role in the hospitality and tourism industry. Today, most hospitality businesses such as: hotels,</p>	4

motels, food service, and beverage operations are using computers to record, report, and analyze the effectiveness of internal operations.

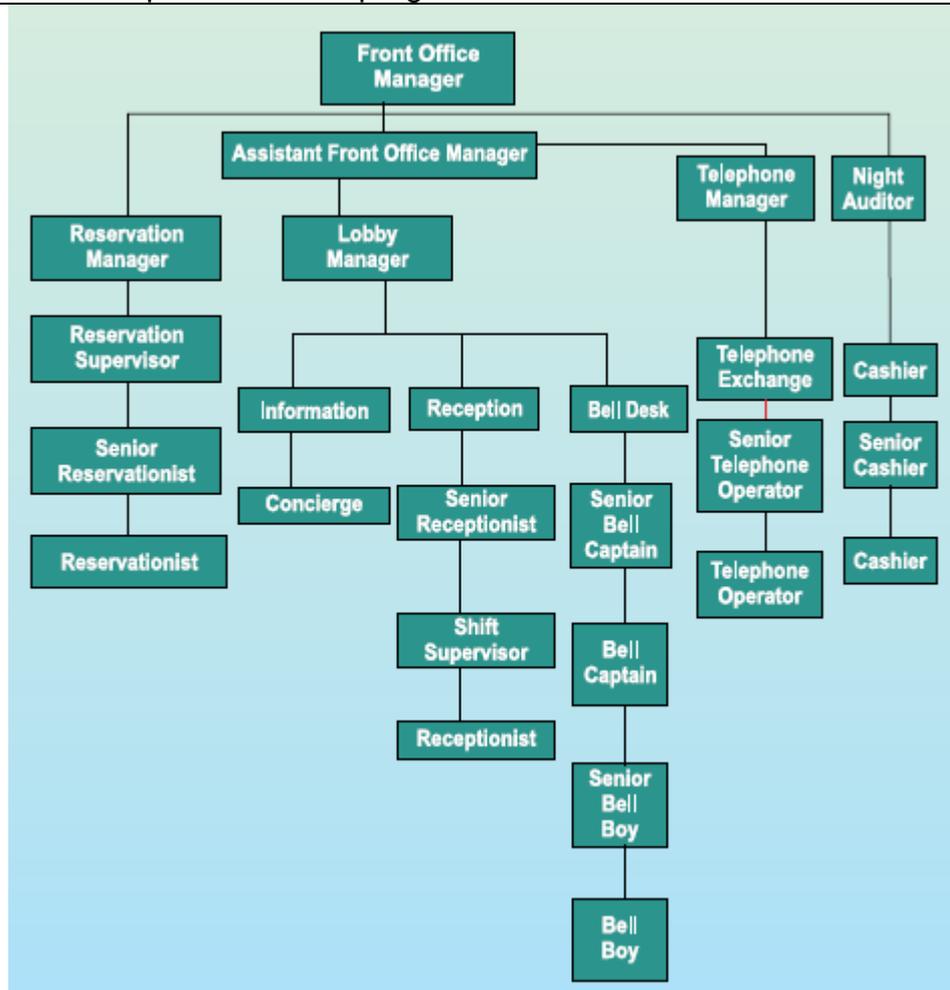
Housekeeping: Housekeepers use the same software as front desk staff to verify which rooms are checking out and staying over each day. That way, they know which rooms to clean completely and which ones to simply tidy.

Point-of-Sale: Hotels that have a restaurant may employ a computerized point of- sale (POS) system/ terminals and registers that control guest checks, kitchen orders, and guest payments.

Front Desk: Front desk personnel use the software to check-in and check-out of guests and to print off bills. Additionally, they may check the computer to see if a room has been cleaned before checking in a guest.

Reservations: 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.

Q.21



4
(1 mark for each column)