

# CBSE | DEPARTMENT OF SKILL EDUCATION

## FRONT OFFICE OPERATIONS (SUBJECT CODE 410)

### CLASS X (SESSION 2021-2022) BLUE-PRINT FOR SAMPLE QUESTION PAPER FOR TERM -II

Max. Time Allowed: 1 Hour (60 min)

Max. Marks: 25

#### PART A - EMPLOYABILITY SKILLS (05 MARKS):

UNIT NO.	NAME OF THE UNIT	NO. OF QUESTIONS - VSA (1 MARK EACH)	NO. OF QUESTIONS - SA (2 MARKS EACH)	NO. OF QUESTIONS - LA (4 MARKS EACH)	TOTAL NUMBER OF QUESTIONS
4	Entrepreneurial Skills-II	2	1	-	3
5	Green Skills-II	2	1	-	3
<b>TOTAL QUESTIONS</b>		<b>4</b>	<b>2</b>	<b>-</b>	<b>06</b>
<b>NO. OF QUESTIONS TO BE ANSWERED</b>		<b>Any 3</b>	<b>Any 1</b>	<b>-</b>	<b>04</b>
<b>TOTAL MARKS</b>		<b>3 x 1 = 3 Marks</b>	<b>1 x 2 = 2 Marks</b>	<b>-</b>	<b>05 Marks</b>

#### PART B - SUBJECT SPECIFIC SKILLS (20 MARKS):

UNIT NO.	NAME OF THE UNIT	NO. OF QUESTIONS - VSA (1 MARK EACH)	NO. OF QUESTIONS - SA (2 MARKS EACH)	NO. OF QUESTIONS - LA (4 MARKS EACH)	TOTAL NUMBER OF QUESTIONS
3	Qualities of front office staff	1	1	-	2
4	Front office	3	3	2	8
5	Role of computers	2	2	1	5
<b>TOTAL QUESTIONS</b>		<b>06</b>	<b>06</b>	<b>03</b>	<b>15</b>
<b>NO. OF QUESTIONS TO BE ANSWERED</b>		<b>04</b>	<b>04</b>	<b>02</b>	<b>10</b>
<b>TOTAL</b>		<b>4 x 1 = 04</b>	<b>4 x 2 = 08</b>	<b>2 x 4 = 08</b>	<b>20</b>
<b>TOTAL MARKS</b>		<b>5+20=25 MARKS</b>			

# CBSE | DEPARTMENT OF SKILL EDUCATION

## FRONT OFFICE OPERATIONS (SUBJECT CODE 410)

### CLASS X (SESSION 2021-2022) SAMPLE QUESTION PAPER 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)

<b>Answer any 3 questions out of the given 4 questions. Each question is of mark.</b>		<b>1 x 3 = 3</b>
<b>Q.1</b>	Which organisation has made the Sustainable Development Goals?	<b>1</b>
<b>Q.2</b>	Write any 2 qualities of Entrepreneur.	<b>1</b>
<b>Q.3</b>	How many SDGs have been created?	<b>1</b>
<b>Q.4</b>	“Entrepreneurs are confident and like the freedom to take decisions”. Which characteristic of entrepreneurs can be depicted from above statement?	<b>1</b>
<b>Answer any 1 question out of the given 2 questions. Each question is of mark.</b>		<b>2 x 1 = 2</b>
<b>Q.5</b>	What is the meaning of sustainable development?	<b>2</b>
<b>Q.6</b>	Write any 2 positive impacts of entrepreneurship on society.	<b>2</b>

**SECTION B****(4 + 8 = 12 marks)**

<b>Answer any 04 questions out of the given 06 questions</b>		<b>1 x 4 = 4</b>
<b>Q.7</b>	Which section of front office provide the communication facilities and service like STD, ISD, E-mail, internet, fax, xerox etc to guests?	<b>1</b>
<b>Q.8</b>	Expand Computer.	<b>1</b>
<b>Q.9</b>	Mention any one primary responsibility of hotel telephone exchange.	<b>1</b>
<b>Q.10</b>	Front office staff should have _____ to take the busy demands of front office operations as it is the nerve centre of the hotel and is constantly in touch with guests and therefore invariably comes under tremendous pressure.	<b>1</b>
<b>Q.11</b>	Which section of front office is responsible for conducting the pre-arrival booking activity of the guest in the hotel?	<b>1</b>
<b>Q.12</b>	"Even after working continuously for a long time, a computer does not suffer from the human features of exhaustion or loss of concentration." Which characteristic of computer can be depicted from above statement?	<b>1</b>
<b>Answer any 04 questions out of the given 06 questions</b>		<b>2 x 4 = 8</b>
<b>Q.13</b>	Mention any two duties and responsibilities of concierge.	<b>2</b>
<b>Q.14</b>	Write a short note on impact of computers on the Environment.	<b>2</b>
<b>Q.15</b>	Write a short note on Travel Desk.	<b>2</b>
<b>Q.16</b>	Briefly explain any one of the below mentioned characteristics of Computers a) Reliability b) Storage	<b>2</b>
<b>Q.17</b>	Write any 4 main functions of Bell desk/Porter service in a hotel.	<b>2</b>
<b>Q.18</b>	Etiquette and manners are considered as the essential quality of a front office personnel. Explain?	<b>2</b>

**SECTION C****(2 x 4 = 8 marks)****(COMPETENCY BASED QUESTIONS)**

<b>Answer any 02 questions out of the given 03 questions</b>		
<b>Q.19</b>	Assuming you are an architect, design a hotel lobby layout that is universally accepted.	<b>4</b>
<b>Q.20</b>	Explain the role of computers in the following sections of hotel which can help in providing a better guest experience. a) House keeping b) Point of Sale c)Front Desk d)Reservations	<b>4</b>
<b>Q.21</b>	Draw an organisational chart for the front office department of a large hotel.	<b>4</b>