

# CBSE | DEPARTMENT OF SKILL EDUCATION

## FRONT OFFICE OPERATIONS (SUBJECT CODE: 810)

CLASS XI (SESSION 2021-2022)  
MARKING SCHEME TERM -1

Max. Time Allowed: 1½ hours

Max. Marks: 30

### SECTION A

Answer any 5 questions out of the given 6 questions on Employability Skills (1 x 5 = 5 marks)

1.	a) Coherent	1
2.	d) Interjections	1
3.	b) Feedback	1
4.	c) Measurable	1
5.	a) .odt	1
6.	a) Ctrl+N	1

### SECTION B

Answer any 20 questions out of the given 25 questions (1 x 20 = 20 marks)

7.	d) 24 hours	1
8.	b) Service	1
9.	c) Transportation	1
10.	a) England	1
11.	b) Cruise ships	1
12.	c) Quick service restaurants	1
13.	d) Internet	1
14.	b) Tremont House	1
15.	b) Colonial Era	1
16.	a) Indian Tobacco Company	1
17.	c) The Ashok Hotel	1
18.	b) Receiver	1
19.	c) Channel	1
20.	b) Decoding	1
21.	c) Spoken words and written material	1
22.	b) Jargon	1
23.	d) Lateral communication	1
24.	c) 1-b,2-c,3-d,4-a	1
25.	a) Word stress	1

26.	b) "R"	1
27.	d) De-hy-drate	1
28.	a) Eyeglass	1
29.	b) Hair should touch the collar line of shirt	1
30.	b) Self-esteem	1
31.	d) Be light in color	1

**SECTION C**  
**(COMPETENCY BASED QUESTIONS)**

Answer any 5 questions out of the given 7 questions

(1 x 5 = 5 marks)

32.	d) Essential Services	1
33.	c) Supplementary accommodation	1
34.	a) Direct effect	1
35.	b) Half- Duplex	1
36.	c) Organizational barrier	1
37.	a) Defensive	1
38.	c) Only a small nose stud can be worn	1