

CBSE | DEPARTMENT OF SKILL EDUCATION

FRONT OFFICE OPERATIONS (SUBJECT CODE-810)

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

Max. Time Allowed: 1 ½ 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.	b) Discussing	1
2.	d) Imperative Sentence	1
3.	b) Extraversion	1
4.	b) Extrinsic	1
5.	a) Worksheet	1
6.	b) Ctrl+x	1

SECTION B

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

7.	b) Europe	1
8.	c) Industrial Revolution	1
9.	b) Privacy	1
10.	c) Motels	1
11.	c) 1903	1
12.	c) Ashoka Group	1
13.	b) Munnar	1
14.	a) East India Hotels	1
15.	c) Intercontinental Group of Hotels	1
16.	c) May, I please place your call on hold	1
17.	c) Greeting, company and your name	1
18.	a) Brush-off	1
19.	c) Third ring	1
20.	b) Don't Keep hands on the sides or behind your back	1
21.	a) Rooms Department	1
22.	d) Travel agencies & airline offices	1
23.	b) General Manager	1
24.	b) House Keeping	1
25.	c) Heads of both Front office and Accounts department	1

26.	a) Night Auditor	1
27.	a) Reception	1
28.	a) Locate	1
29.	d) Guest Services	1
30.	c) Reception	1
31.	b) Concierge	1

SECTION C
(COMPETENCY BASED QUESTIONS)

Answer any 5 questions out of the given 7 questions

(1 x 5 = 5 marks)

32.	b) Education	1
33.	b) 2 feet	1
34.	c) Anticipation	1
35.	d) Ask your guest what type of food they like and offer them nearby restaurants to choose from.	1
36.	a) Human Resource Department	1
37.	b) Coffee Shop	1
38.	c) Uniformed Services	1