

CBSE | DEPARTMENT OF SKILL EDUCATION

FRONT OFFICE OPERATIONS (410)

MARKING SCHEME FOR CLASS X (SESSION 2022-2023)

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. There is no negative marking.
 - iii. Do as per the instructions given.
 - iv. Marks allotted are mentioned against each question/part.
7. **SECTION B – SUBJECTIVE TYPE QUESTIONS (26 MARKS):**
 - i. This section contains 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. No.	QUESTION	Source Material (NCERT/PSSCIVE/ CBSE Study Material)	Unit/ Chap. No.	Page no. of source material	Marks
Q. 1	Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)				
i.	c)Mental	NCERT	2	40	1
ii.	d) .txt	NCERT	3	70	1
iii.	c)Person needs a lot of money to start a business.	NCERT	4	96	1
iv.	d)Yoga	NCERT	2	42	1
v.	c)Avoid taking risk	NCERT	4	84	1
vi.	a) Boot up	NCERT	3	67	1
Q. 2	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)				
i.	b) Patience	CBSE Study Material	3	77	1
ii.	d) Personal hygiene	CBSE Study Material	3	75	1
iii.	c) Bell Desk	CBSE Study Material	4	85	1

iv.	d) Mouth wash	CBSE Study Material	2	68	1
v.	b) Lucknow	CBSE Study Material	1	47	1
vi.	b) Patience	CBSE Study Material	3	77	1
Q. 3	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)				
i.	b) Team Work	CBSE Study Material	3	77	1
ii.	d) Guest Comfort	CBSE Study Material	2	64	1
iii.	c) Shimla	CBSE Study Material	1	47	1
iv.	c) Physical Ability	CBSE Study Material	3	72	1
v.	b) The standard of the establishment	CBSE Study Material	2	64	1
vi.	c) Patna	CBSE Study Material	1	46	1
Q. No.	QUESTION	Source Material (NCERT/PSSCIVE/ CBSE Study Material)	Unit/ Chap. No.	Page no. of source material	Marks
Q. 4	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)				
i.	b) Reservation	CBSE Study Material	4	86	1
ii.	b) Chandigarh	CBSE Study Material	1	47	1
iii.	d) laundering of clothing	CBSE Study Material	2	66	1
iv.	b) Diligence	CBSE Study Material	5	99	1
v.	d) Chennai	CBSE Study Material	1	47	1
vi.	c) Telephone Exchange	CBSE Study Material	4	86	1
Q. 5	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)				
i.	b) Housekeeping	CBSE Study Material	5	109	1
ii.	d)Concierge	CBSE Study Material	4	89	1
iii.	b) Chronicle	CBSE Study Material	1	19	1
iv.	d) Processor	CBSE Study Material	5	97	1
v.	c)Reception	CBSE Study Material	4	87	1
vi.	b) Twice	CBSE Study Material	2	67	1

SECTION B: SUBJECTIVE TYPE QUESTIONS

Q. No.	QUESTION	Source Material (NCERT/PSSCIV E/ CBSE Study Material)	Uni t/ Cha p. No.	Page no. of source material	Marks
Answer any 3 out of the given 5 questions on Employability Skills in 20 – 30 words each (2 x 3 = 6 marks)					
Q. 6	Self-aware means that you can identify your strengths and weaknesses. Self-awareness, therefore, will help you in converting your weakness into strength and strength into an exceptional talent.	NCERT	2	46	2
Q. 7	Entrepreneurship is the type of self-employment where one is running a business to satisfy the needs of people and looking for ways to make the business better to make profits.	NCERT	4	84	2
Q. 8	Self-motivation is simply the force within you that drives you to do things. Self-motivation is what pushes us to achieve our goals, feel happy and improve our quality of life. In other words, it is our ability to do the things that need to be done without someone or something influencing us.	NCERT	2	51	2
Q. 9	Backing up data means to save the information present on your computer on another device, such as CD/DVD drives or hard disk. Data can be recovered from here in case the computer stops working completely.	NCERT	3	77	2
Q. 10	There are two ways a person can earn a living. 1. self-employment 2. wage employment	NCERT	4	100	1*2=2
Answer any 4 out of the given 6 questions in 20 – 30 words each (2 x 4 = 8 marks)					
Q. 11	Grooming is essential to hotel business as employees are ‘the face’ of the hotel. All staff must adhere to grooming standards, and not deviate from them. By Grooming we mean “Care for one’s personal appearance, hygiene, and clothing”. Grooming is much more than keeping clean and putting on a fresh set of clothes every day. It’s all about positive attitude, a disposition, and a positive sense of self that radiates from within.	CBSE Study Material	2	50	2
Q. 12	Accuracy: The degree of accuracy of computer is consistently very high and every calculation is performed with the same accuracy. The accuracy level of a particular computer is determined on the basis of instructions and the design of computer (type of processor). Versatility: Versatility is one of the most wonderful things about computer. Multiprocessing features of computer makes it quite versatile in nature. By versatility we mean the capacity to perform completely different types of work at the same time. One moment, it can be used to prepare payroll slips, the next moment you may use it for inventory management. It can perform different types of tasks with same ease.	CBSE Study Material	5	98	1*2=2
Q. 13	Front-of-the-House: Those sections which are located in the front area of the front office department and can be easily accessed by the guest. Front-of-the-House includes:	CBSE Study Material	4	84	2

	reception desk, cash and bills desk, travel desk, information desk, bell desk, concierge and business centre.				
Q. 14	Computer is an electronic device which is used to store the data, as per given instructions it gives results quickly and accurately.	CBSE Study Material	5	97	2
Q. 15	In hotel job nothing should be kept pending or delayed. Never get the habit of procrastination in your job. So, do not delay–don't keep anything pending–do it now.	CBSE Study Material	3	73	2
Q. 16	1. Andaman and Nicobar Island 2. Chandigarh 3. Dadra and Nagar Haveli 4. Daman and Diu 5. Delhi 6. Lakshadweep 7. Puducherry (Any Four)	CBSE Study Material	1	47	$\frac{1}{2} \times 4 = 2$
Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)					
Q. 17	<p>Night Auditing: Night auditors use computer software for daily and overall accounting purposes. This includes reviewing the day's check-ins and check-outs, payments received and owing and complementary given out, to make sure all is in order. Lodging managers also use computers for keeping track of inventory and ordering supplies, to verify conference schedules and to create reports for the higher-ups.</p> <p>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. Using the program, they determine which rooms and rates are available for a specific night or range of nights.</p> <p>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. Finally, front desk staff enters guest names and mailing addresses into a database to use for future reservations or to send out information.</p> <p>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. Restaurant staff or stewards enter food and drink orders into the POS system, which prints KOT (kitchen order ticket) for the kitchen and bar staff that they know what to prepare.</p>	CBSE Study Material	5	108,109	1*4=4

<p>Q. 18</p>		<p>CBSE Study Material</p>	<p>4</p>	<p>92</p>	<p>4</p>
<p>Q. 19</p>	<p>Etiquette and Manners: Etiquette and Manners are the essential quality that every front office staff has to possess whether it is small or large hotel. 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. All the grace and etiquette associated with good society comes into play. 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> <p>Calmness: Front office staff should have calmness to take the busy demands of front office operations. Being the nerve centre of the hotel, the front office is constantly in touch with guests and therefore invariably comes under tremendous pressure. The guests always expect personalized, priority treatment and pressure of demand never ceases. Coupled with this there are difficult guests who can unnerve a person.</p>	<p>CBSE Study Material</p>	<p>3</p>	<p>74,77</p>	<p>2*2=4</p>
<p>Q. 20</p>	<p>Concierge The concept of concierge came from the days of European royalty. The concierge was the castle door keeper in those times. His duty was to ensure that all castle occupants were safe in their rooms at night. The main functions of concierge are as follows:</p> <ol style="list-style-type: none"> 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. <p>Cash and Bills It is also located at front desk and handle by front-office cashier. The main functions of cashier are as follows:</p> <ol style="list-style-type: none"> 1. The secure payment from the guest. 2. To change foreign currency as per rules and regulation of the hotel. 3. To manage safety deposit locker. 4. To settle guest account while check-out. 5. To balance cash at the close of shift. 6. To complete the guest check-out procedure. 	<p>CBSE Study Material</p>	<p>4</p>	<p>88,89</p>	<p>2*2=4</p>

	(ANY 4)				
Q. 21	<p>Benefits of Reading Newspaper</p> <p>1. Provides Information: They give us lots of information about various matters at various levels that are not available anywhere. Though magazines and books also give lots of information, the scope of the news there is limited to a few selected topics only.</p> <p>2. Information Related to Different Events: The newspaper is all important these days, newspaper keeps us informed of what is taking place around us. It tells us of political events, sensational events, etc. Even the advertisements have their value.</p> <p>3. Deeper in Sight: Newspapers give us deeper in sight into the event than television does. Because news programme on television only gives us 30 minutes, they cannot go very deep into the news. But in newspapers you can choose to spend a few minutes or a few hours reading repeatedly a piece of news.</p> <p>4. Newspapers as a Language Teacher: You have heard many times that if you want to improve your communication skills in English then read newspaper. It improves vocabulary skills too because as many words you study your vocabulary will get better. So, newspaper is a good teacher, to improve Language skills.</p> <p>(ANY OTHER)</p>	CBSE Study Material	2	21	1*4=4