

# CBSE | DEPARTMENT OF SKILL EDUCATION

## FRONT OFFICE OPERATIONS (410)

Blue-print for Sample Question Paper for Class X (Session 2022-2023)

Max. Time: 2 Hours

Max. Marks: 50

### PART A - EMPLOYABILITY SKILLS (10 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANSWER TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	
2	Self-Management Skills - II	2	2	4
3	ICT Skills - II	2	1	3
4	Entrepreneurial Skills - II	2	2	4
<b>TOTAL QUESTIONS</b>		<b>6</b>	<b>5</b>	<b>11</b>
<b>NO. OF QUESTIONS TO BE ANSWERED</b>		<b>Any 4</b>	<b>Any 3</b>	<b>07</b>
<b>TOTAL MARKS</b>		<b>1 x 4 = 4</b>	<b>2 x 3 = 6</b>	<b>10 MARKS</b>

### PART B - SUBJECT SPECIFIC SKILLS (40 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANSWER TYPE QUESTIONS	DESCRIPTIVE/ LONG ANS. TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	4 MARKS EACH	
1	General Awareness	6	1	-	7
2	Grooming and Hygiene	5	1	1	7
3	Qualities of front office staff	5	1	1	7
4	Front office	5	1	2	8
5	Role of computers	3	2	1	6
<b>TOTAL QUESTIONS</b>		<b>24</b>	<b>6</b>	<b>5</b>	<b>35</b>
<b>NO. OF QUESTIONS TO BE ANSWERED</b>		<b>20</b>	<b>Any 4</b>	<b>Any 3</b>	<b>27</b>
<b>TOTAL MARKS</b>		<b>1 x 20 = 20</b>	<b>2 x 4 = 8</b>	<b>4 x 3 = 12</b>	<b>40 MARKS</b>

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### Sample Question Paper 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. Marks allotted are mentioned against each question/part.
  - iii. There is no negative marking.
  - iv. Do as per the instructions given.
7. **SECTION B – SUBJECTIVE TYPE QUESTIONS (26 MARKS):**
  - i. This section has 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

<b>Q. 1</b>	<b>Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)</b>	
<b>i.</b>	<p>“High expectations from self can leave one with chronic anxiety and stress, thus leading to stress”. Which kind of stress can be depicted by above statement?</p> <p>a) Physical b) Emotional c) Mental d) Financial</p>	<b>1</b>
<b>ii.</b>	<p>Which of the following is a valid file extension for Notepad? file?</p> <p>a) .jpg b) .doc c) .text d) .txt 70</p>	<b>1</b>
<b>iii.</b>	<p>Which of the following is the misconception about being an entrepreneur?</p> <p>a) Person needs creative mind to start a business. b) Person needs self-motivation to start a business. c) Person needs a lot of money to start a business. d) Person needs optimism to start a business.</p>	<b>1</b>
<b>iv.</b>	<p>_____ includes a series of postures and breathing exercises practiced to achieve control of body and mind</p> <p>a) Meditation b) Physical Exercise c) Listening music d) Yoga</p>	<b>1</b>
<b>v.</b>	<p>Which of the following is not the quality of entrepreneur?</p> <p>a) Creativity b) Self Confidence c) Avoid taking risk d) Hard Working</p>	<b>1</b>
<b>vi.</b>	<p>Which of the following functions is not performed using a mouse?</p> <p>a) Boot up b) Hover c) Right click d) Drag and drop</p>	<b>1</b>

<b>Q. 2</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>	
<b>i.</b>	<p>“Control your mental stress, while you are on rush of handling lot of guests or while on too much work pressure at reception, cash counter or at bell desk”. Which quality of front office professional can be depicted by above statement?</p> <p>a) Punctuality b) Patience c) Honesty d) Memorizing Skill</p>	<b>1</b>
<b>ii.</b>	<p>In today’s time _____ is the prime responsibility of every front office personnel as they have direct contact with guests.</p> <p>a) Positive guest service attitude b) Personal appearance c) Interpersonal skills.</p>	<b>1</b>

	d) Personal hygiene	
<b>iii.</b>	_____ is responsible for handling the guest luggage during arrival and departure. a) Travel Desk b) Reception c) Bell Desk d) Information	<b>1</b>
<b>iv.</b>	_____ should be used after smoke, to keep the breath fresh. a) Toffee b) Chewing Gum c) Chocolate d) Mouth wash	<b>1</b>
<b>v.</b>	Which of the following is the capital of Uttar Pradesh? a) Agartala b) Lucknow c) Dehradun d) Kolkata	<b>1</b>
<b>vi.</b>	While working at front desk, most of the time staff has too much work pressure at reception, cash counter or at bell desk. The most important skill to handle such situation is: a) Punctuality b) Patience c) Confidence d) Memorizing Skill	<b>1</b>

<b>Q. 3</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>	
<b>i.</b>	Since front office employees are reference point, the front office staffs are required to coordinate with other departments, airlines, travel agencies and city tour officers to give the guests personalized services. While working with other department the most important skill front office professional should have is: a) Patience b) Team Work c) Calmness d) Punctuality	<b>1</b>
<b>ii.</b>	“A pleasing face is nice to look at. Guests like to relax in the presence of beautiful things” Which positive effect of grooming is depicted by above statement. a) Fulfils Guest Expectations b) Delivers Good Quality Service c) Boosts Self-Confidence d) Guest Comfort	<b>1</b>
<b>iii.</b>	Which of the following is the capital of Himachal Pradesh? a) Agartala b) Dehradun c) Shimla d) Ranchi	<b>1</b>
<b>iv.</b>	During working hours, front-office employees are always on their feet. Which of the following qualities should staff have in order to be able to stand for long periods of time? a) Honesty b) Punctuality c) Physical Ability d) Etiquette and Manners	<b>1</b>

<b>v.</b>	Personal hygiene and cleanliness of staff reflect: a) Importance of washing hands. b) The standard of the establishment c) The harmfulness of the bacteria d) Standard of the employees.	<b>1</b>
<b>vi.</b>	Which of the following is the capital of Bihar? a) Panaji b) Raipur c) Patna d) Dispur	<b>1</b>

<b>Q. 4</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>	
<b>i.</b>	Which of the following is back of the house department of Front Office? a) Reception b) Reservation c) Travel Desk d) Cas and Bills	<b>1</b>
<b>ii.</b>	Which of the following is a Union territory? a) Tripura b) Chandigarh c) Manipur d) Nagaland	<b>1</b>
<b>iii.</b>	In hotels specific germ removal techniques are used in _____. a) Cleaning of Floors b) Cleaning of Carpet c) cleaning of utensils d) laundering of clothing	<b>1</b>
<b>iv.</b>	The computer is a machine which does not suffer from the human traits of tiredness nor does it lose concentration even after working continuously for a long time. Which characteristic of computer is depicted from above statement? a) Accuracy b) Diligence c) Versatility d) Speed.	<b>1</b>
<b>v.</b>	Which of the following is the capital of Tamil Nadu? a) Gangtok b) Kohima c) Hyderabad d) Chennai	<b>1</b>
<b>vi.</b>	Wakeup call are given to guest by which of the following section of Front Office. a) Reception b) Cashier c) Telephone Exchange d) Business Centre	<b>1</b>

<b>Q. 5</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>	
<b>i.</b>	_____ use the same software as front desk staff to verify which rooms are checking out and staying over each day. a) Travel Desk b) Housekeeping c) F and B Service	<b>1</b>

	d) Reception	
<b>ii.</b>	_____ information on cultural and social events like photo exhibitions, art shows etc to the guest. a) Travel Desk b) Reception c) Bell Desk d) Concierge	<b>1</b>
<b>iii.</b>	A modern newspaper is a _____ and an encyclopedia in miniature. a) Dictionary b) Chronicle c) Knowledgeable d) Articles	<b>1</b>
<b>iv.</b>	Efficiency of a computer depends upon: a) Monitor b) Keyboard c) Mouse d) Processor	<b>1</b>
<b>v.</b>	_____ issue VIPs amenities voucher to the Food and Beverage service. a) Concierge b) Travel Desk c) Reception d) Cash and Bills	<b>1</b>
<b>vi.</b>	In summer months it is always advice able to bath _____ a day. a) Once b) Twice c) Thrice d) None of the above	<b>1</b>

## **SECTION B: SUBJECTIVE TYPE QUESTIONS**

**Answer any 3 out of the given 5 questions on Employability Skills (2 x 3 = 6 marks)**

**Answer each question in 20 – 30 words.**

<b>Q. 6</b>	What do you mean by self-awareness?	<b>2</b>
<b>Q. 7</b>	Define Entrepreneurship	<b>2</b>
<b>Q. 8</b>	What is self-motivation?	<b>2</b>
<b>Q. 9</b>	What do understand by term backup your data.	<b>2</b>
<b>Q. 10</b>	In how many ways a person can earn a living. Write the name of the same.	<b>2</b>

**Answer any 4 out of the given 6 questions in 20 – 30 words each (2 x 4 = 8 marks)**

<b>Q. 11</b>	Write short note on Grooming standard for Hospitality Professional.	<b>2</b>
<b>Q. 12</b>	Briefly explain any one of the below mentioned characteristics of Computers a) Accuracy b) Versatility	<b>2</b>
<b>Q. 13</b>	Briefly explain the term Front-of the -house sections of Front Office.	<b>2</b>
<b>Q. 14</b>	Define computer.	<b>2</b>
<b>Q. 15</b>	Why punctuality is considered as an essential quality of front office personnel?	<b>2</b>
<b>Q. 16</b>	Write the name of any four Union Territories of India.	<b>2</b>

**Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)**

<b>Q. 17</b>	Explain the role of computers in the following sections of hotel which can help in providing a better guest experience. a) Night Auditing b) Reservations c) Front Desk d) Point of Sale	<b>4</b>
<b>Q. 18</b>	Draw lobby layout of large hotel.	<b>4</b>
<b>Q. 19</b>	Explain etiquette and manners and Calmness and as two significant qualities of front office staff?	<b>4</b>
<b>Q. 20</b>	Explain main functions of the following departments of front office. a) Concierge b) Cash and Bills	<b>4</b>
<b>Q. 21</b>	Explain any 4 benefits of reading newspaper.	<b>4</b>